**Terms and Conditions**  
*Effective as of 6.1.25*

**1. Introduction**  
Welcome to Shine Mental Wellbeing. These Terms and Conditions (“Terms”) govern your use of our services, including therapy and life coaching sessions. By booking an appointment or using our services, you agree to comply with these Terms and Conditions.

**2. Services Provided**  
Shine Mental Wellbeing offers professional therapy and life coaching services designed to support clients in personal development, emotional well-being, and mental health. Our services include one-on-one sessions, workshops, and coaching packages, which may be offered in-person or via online platforms.

**3. Client Responsibilities**  
As a client, you are responsible for:

* Providing accurate, up-to-date personal information, including contact and health details, to ensure effective service delivery.
* Communicating openly with your therapist or coach during sessions to promote a productive and supportive environment.
* Adhering to the agreed-upon schedule for appointments and notifying us of any changes or cancellations as required.

**4. Booking and Payment**  
Appointments can be booked via our website or phone. Payment for services is due at the time of booking or as agreed upon with your therapist or coach. We accept cash, eftpos and bank transfer.

**5. Cancellation and Rescheduling**  
We understand that sometimes you may need to cancel or reschedule an appointment. Please note:

* Cancellations made less than 24hrs before a scheduled session will incur a $50 cancellation fee.
* Rescheduling is allowed up to 24 hours before your appointment without penalty.
* If you fail to attend a scheduled session without notice (no-show), you will be charged the full session fee.

**6. Confidentiality**  
We are committed to protecting your privacy and ensuring that your personal information remains confidential. However, there are exceptions where confidentiality may be breached, such as when:

* We are required to disclose information by law (e.g., serious risk of harm to yourself or others).
* You provide consent for specific disclosures to third parties (e.g., family members or other professionals involved in your care).

**7. Limitations of Liability**  
Our services are provided to support personal development and emotional well-being, but they are not a substitute for medical or psychiatric treatment. By agreeing to these Terms, you acknowledge that:

* You are responsible for seeking appropriate medical care for physical or mental health conditions.
* We are not liable for any injuries, loss, or damages resulting from your participation in therapy or coaching sessions.
* We make no guarantees regarding specific outcomes or results of our services. You are the master of your own journey.

**8. Personal Information**  
We collect and store personal information in accordance with our Privacy Policy (available on our website). By using our services, you consent to the collection and processing of your data as described in that policy.

**9. Termination of Services**  
Either you or Shine Mental Wellbeing may terminate the service relationship at any time with appropriate notice. If you wish to discontinue services, please notify us in advance. We reserve the right to terminate services immediately if:

* You present under the influence of alcohol, drugs, or other substances that may impair your ability to participate in sessions, or
* You engage in aggressive, threatening, or inappropriate behaviour that creates an unsafe environment for yourself, your therapist, or others.

In such cases, no refund will be provided for the session, and we may refuse to schedule future appointments. We reserve the right to report any aggressive behaviour to appropriate authorities if necessary.

**10. Amendments**  
Shine Mental Wellbeing reserves the right to update or change these Terms and Conditions at any time. Any changes will be communicated to you via email or posted on our website. It is your responsibility to review these Terms periodically.

**11. Governing Law**  
These Terms and Conditions are governed by the laws of the State of Queensland, Australia, and the laws of Australia, as applicable.

**12. Contact Us**  
If you have any questions or concerns regarding these Terms and Conditions, please contact us at:  
Shine Mental Wellbeing  
Email: admin@shinementalwellbeing.com.au  
Phone: +61 437 838 712