

# Terms of Service

*Effective Date: April 1, 2025*

*Last Updated: April 9, 2025*

These Terms of Service ("Terms") govern your use of services provided by The Emerald Soul, LLC ("we," "us," or "our") through our website [www.theemeraldsoul.com](http://www.theemeraldsoul.com). By scheduling or participating in a session, you agree to be bound by these Terms.

## 1. Services Provided

The Emerald Soul, LLC offers life coaching, energy healing, and related personal development services. These services are designed to support your personal growth, emotional well-being, and self-awareness.

## 2. Disclaimer: Not a Substitute for Medical or Psychological Care

The services provided by The Emerald Soul, LLC are focused on personal development, life coaching, and energy healing. These services are not a substitute for professional medical, psychological, or psychiatric care. We do not diagnose or treat medical or psychological conditions, nor do we provide prescriptions or therapy.

While life coaching and energy healing may support your overall well-being and personal growth, they are not intended to replace the care of licensed healthcare providers. If you are currently undergoing treatment for any medical or mental health condition, we strongly recommend continuing your care with your doctor, therapist, or other licensed professionals.

By engaging in our services, you acknowledge and agree that The Emerald Soul, LLC is not offering

medical or psychological advice. You are fully responsible for your health and well-being, and we encourage you to seek appropriate professional help for any medical or mental health concerns.

If you experience any medical or psychological emergencies, please contact a licensed healthcare provider immediately.

### 3. Client Responsibility

Clients are responsible for their own well-being, decisions, and actions during and after sessions. While intuitive insights and guidance may be shared with your permission, any choices made based on these sessions are your responsibility.

Sessions are not intended to provide legal, financial, or medical advice.

### 4. Payments and Cancellations

All sessions must be paid in advance at the time of booking. If you need to cancel or reschedule, please provide at least 24 hours' notice by emailing [hello@theemeraldsoul.com](mailto:hello@theemeraldsoul.com) or using the online booking system. This allows time to offer the appointment to someone else who may be waiting.

Cancellations made with less than 24 hours' notice, or missed sessions, will be charged in full. However, exceptions may be made in cases of illness or emergency, at our discretion.

If a session begins late, it will still end at the originally scheduled time in order to honor the time commitments of other clients. If there has been no contact within 15 minutes of the scheduled start time, the session may be considered forfeited without refund.

### 5. Refund Policy

The Emerald Soul, LLC is committed to providing high-quality coaching and energy healing services.

If you are not completely satisfied with your session, we encourage you to reach out to discuss your experience so that we can better serve you in the future.

However, due to the nature of our services, all payments are non-refundable once a session has been completed. If you need to cancel or reschedule, we ask for at least 24 hours' notice to ensure the session can be made available to another client. Cancellations made with less than 24 hours' notice will not be refunded.

If The Emerald Soul, LLC must cancel or reschedule a session due to unforeseen circumstances, we will offer you the option to reschedule at your convenience or provide a full refund for the session fee.

## 6. Confidentiality

All client sessions are confidential. Notes taken during or after sessions are kept private and will not be shared with clients or third parties unless required by law or with your express consent.

## 7. Session Format

All sessions are conducted virtually via Zoom unless otherwise arranged. It is your responsibility to ensure you are in a private and quiet environment where you can be present and undisturbed for the duration of the session.

## 8. Eligibility

You must be at least 18 years of age to book and participate in services provided by The Emerald Soul, LLC. If you are under 18, written consent from a parent or legal guardian is required before receiving any services. By booking a session, you confirm that you meet this requirement.

## 9. Limitation of Liability

To the fullest extent permitted by law, The Emerald Soul, LLC shall not be liable for any indirect, incidental, special, or consequential damages resulting from your use of our services. Our total liability for any claim shall not exceed the amount paid for the session in question.

#### 10. Indemnification

You agree to indemnify, defend, and hold harmless The Emerald Soul, LLC, its officers, employees, contractors, agents, and affiliates from and against any and all claims, liabilities, damages, losses, and expenses (including legal fees and costs) arising from your use of our services, including but not limited to any claims made by third parties due to your actions, omissions, or violations of these Terms. This indemnity obligation shall survive the termination or expiration of these Terms.

#### 11. Intellectual Property

All content on this website, including text, images, and materials shared during sessions, is the intellectual property of The Emerald Soul, LLC unless otherwise noted. It may not be copied, distributed, or used without express written permission.

#### 12. Changes to These Terms

We reserve the right to update or modify these Terms at any time. Any changes will be posted on this page with an updated effective date. Continued use of our services constitutes your acceptance of any changes.

#### 13. Contact

For questions regarding these Terms, please contact:

The Emerald Soul, LLC

Email: [hello@theemeraldsoul.com](mailto:hello@theemeraldsoul.com)

Website: [www.theemeraldsoul.com](http://www.theemeraldsoul.com)