



The Intuition Mentor

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Below are The Intuition Mentor general terms and conditions. The Intuition Mentor, hereafter referred to as the "Provider", for the services to be provided by the Provider as detailed below.

General Terms and Conditions for ALL services.

1. Services

- a. The Provider will deliver the services as agreed upon in their booking selected, including such things as, spiritual coaching, transition support, grief counselling, personal coaching and creation of personalised celebration of life ceremonies.
- b. Additional services and add-ons can be requested as extras. (additional pricing will be advised)

2. Payment

- a. Payment for **Personal Coaching - Local or Mobile sessions** need to be made via bank transfer in order to confirm your appointment. An invoice will be emailed with details and bookings need to be done directly, **NOT** online.
- b. Payment for **remote Personal Coaching sessions** are required at the time of booking via our online system.
- c. A non-refundable deposit of 20% of the total service cost is required upon booking to secure your reservation for **end of life ceremony appointments**. The balance of the service fee is due at the time of the first scheduled Zoom meeting. (Once full payment is received Electronic Material will be available for download for 24 hours after the link is received. This pertains to the ebooks and brochures.)
- d. Payments can be made using the accepted payment methods outlined by the Provider.

3. Packages (Transition/End Of Life Services)

Ceremony packages will be discussed in a complimentary call and followed up with a quote, including all add ons, via email. Please be aware no work will begin until the 20% deposit has been paid and all documentation is signed for the service. Add ons require payment at time of request.

4. Changes to Personalised Content

- a. If the Client wishes to make changes to personalised readings, speeches, prayers, or poems provided by the Provider, such changes must be submitted in writing.
- b. Extensive changes to personalised content may incur additional charges, which will be communicated to the Client before proceeding.

5. Additional Charges for Extra Requirements

- a. Any additional requirements or services requested by the Client that are outside the scope of the original agreement/contract will be subject to additional charges.

b. The Provider will communicate the details of these additional charges to the Client for approval before proceeding with the requested changes or services.

6. Pre-Booking Discussion

It is recommended that Clients contact The Intuition Mentor for a pre-booking discussion before scheduling any sessions. This allows both parties to ensure compatibility and discuss options to tailor the services to the Client's needs.

7. Changes to Appointment Times

From time to time, the Provider may need to make changes to scheduled appointment times. The Provider will exercise discretion in such cases and will communicate any changes to the Client as soon as possible.

8. Refunds

- a. No refunds will be provided for any purchased ebooks, materials, or digital content available on the Provider's website.
- b. A 48-hour lead time is required for cancelling remote or local/mobile coaching sessions.
- c. If the Client cancels a remote local/mobile coaching session within 48 hours of the scheduled session, a cancellation fee of 20% of the session fee will apply.
- d. The initial 20% deposit for ceremony creation bookings is non-refundable after the first Zoom meeting has been scheduled.
- e. Once Zoom meetings for remote local/mobile coaching sessions have been attended, no refunds will be provided for those sessions.

9. Privacy

- a. The Provider is committed to maintaining the confidentiality of all Client information and will hold such information in the strictest confidence.
- b. The Provider will communicate only with the individual named on the payment account, unless otherwise authorised in writing by the Client.
- c. Client information will not be used for spam advertising or shared with third parties for marketing purposes.

10. Governing Law

This Agreement shall be governed by and construed in accordance with the laws of Queensland, Australia. Any disputes arising from this Agreement will be subject to the exclusive jurisdiction of the courts in Queensland, Australia.

11. Amendments

The Provider reserves the right to amend or modify these terms and conditions at any time. Clients will be notified of any changes.