

Terms and Conditions of Coaching & Therapy Services

This Agreement is between Aurora Sunu (“the Coach”, “the Therapist”), Somatic Sex Coach, Holistic Pelvic Care Specialist, Bodywork Therapist and Founder of Pelvic Priestess (“the Company”), and you (“the Client”). These guidelines outline how we will work together to provide a safe, effective and enjoyable coaching container, and what you can expect from your Session(s).

By booking online coaching and/or therapy session(s) with the Company, you are agreeing to undertake coaching and/or therapy based on the terms outlined below:

1. **Payment and Prices**

(a) Payment and Prices. Session and package prices are as stated on the website and online booking form. We accept payment by Visa (credit or debit), Mastercard (credit or debit), American Express, and Paypal.

(b) Individual Sessions. An Individual Session must be paid for in full by the Client in advance of receiving the Session. Failure to pay prior to the session will result in the cancellation of the session.

(c) Package Sessions. Clients purchasing any Package of Sessions have the option of making full payment up-front, or choosing a Payment Plan to spread the cost of their Sessions over the duration of the Package period.

(d) Up-front Payment. Clients who purchase a Package of Sessions and choose to pay the full cost of the sessions up-front, must have completed full payment for their Package prior to receiving their first Session. Failure to make full payment will result in the postponement of their first session until such time as full payment has been completed.

(e) Payment Plans. Clients who choose to pay for a Package of Sessions using a Payment Plan must remain 'in credit' in order to continue receiving their scheduled sessions. Should the value of Sessions Received exceed the value of Payments Made, the Client may be required to make a further payment prior to receiving their next Session.

2. **Sessions**

(a) Place of Appointment. Upon booking online Session(s), the Client will be provided with a link to the Coach's Zoom Meeting Room, where the Session(s) will take place. For in-person Session(s), the Client will receive an email confirming the location of the Session(s).

(b) Appointment Time. The Client should arrive for their appointment at the time stated on their booking confirmation email. If the Client arrives late, the Session may only continue until the end of the scheduled appointment time, due to the Coach's subsequent appointments. No refund or time in lieu will be provided in such an eventuality.

(c) No-show. If the Client does not arrive for the Session, or make contact with the Coach, within 15 minutes of the agreed appointment start time, this will be considered a Cancellation, and the Coach will not be available for the remainder of the Session.

(d) Accompanied Sessions. Whilst Sessions should normally be carried out on a one-to-one basis, there may be exceptional circumstances where the Client would benefit from the attendance of a partner or acquaintance to their Session(s). If the Client wishes to be accompanied, then they should raise this issue with the Company as soon as practicable.

(e) Respect. the Company require that the Client be respectful at all times. It is important that the coaching/therapy container remains a nurturing and safe space. If the Client's behaviour is deemed to cause personal discomfort or offence to the Coach, then the Company reserve the right to terminate the Session. No refund will be provided to the Client for the Session under such circumstances.

3. **Cancellations**

(a) Cancellation Policy. If the Client is unable to attend a scheduled Session, they have the right to postpone the Session. In such circumstances, the Client must notify the Company no less than 48 hours prior to the Session. If the Client needs to cancel with less than 48 hours notice due to illness or an emergency, then they should let the Company know at the earliest opportunity. The Company will endeavour to be as flexible as possible, but discretion may be applied in respect of re-scheduling the appointment.

(b) Rescheduling Sessions. Cancelled Sessions should be re-scheduled by the Client as soon as possible after the Cancellation.

4. **Coaching Services**

(a) Coaching. Pelvic Priestess Coaching is a coaching and empowerment process facilitated by the Company, and may address pelvic and sexuality issues, and specific personal, psychological, emotional or general conditions in the Client's life, sexuality, and interpersonal challenges.

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The intention of the Coaching Sessions is to both coach, but also empower and support the Client with tools, habits, and practices that will allow them to move towards their healing objectives and recover their body from specific pelvic and sexuality issues.

Throughout the working relationship, the Coach and the Client will engage in direct and personal conversations.

The Client understands that to be successful, there requires a co-active self-responsible approach between the Coach and the Client. In the coaching relationship, the Coach plays the role of a facilitator of change, but it is the Client's responsibility to enact or bring about the change. If the Client believes they are not where they want to be with the Coaching Programme or the process is not working as desired, the Client will communicate this with the Coach as soon as possible and the Coach will adjust the strategy to address the Client's desired outcome.

(b) Process. Pelvic Priestess Coaching is a somatic sexual healing, nervous system integration, restorative pelvic health care, emotional empowerment and confidence building process, designed to help the Client build unshakable confidence in their ability to heal past wounds, overcome core conflicts and traumas, and have an inner framework foundation for creating profound healing in their body.

The opportunity for success for the Client dramatically increases because changing habits and creating new possibilities in a relationship to themselves is a process. This programme is a structure that facilitates the process of personal development, deep healing of the nervous system, integrated pelvic health care, and holistic sexuality practices.

While there is NO NUDITY or EXPLICIT SEXUALITY, as part of the Coaching Sessions, the Client may be safely guided and mentored through working with various breathwork, holistic body-based practices, trauma resolution processes, and creating a body-mind ecology for emotional and psychological thriving.

Coaching is for individuals who are emotionally and psychologically healthy and who want to make changes and move forward in their lives.

Coaching is not advice, therapy or counselling. By entering the Service, the Client acknowledges that they want to make significant progress and change in their life.

(c) No Guarantee of Results. the Company does not guarantee any results. the Company will make reasonable efforts to help the Client with their healing and multiple areas of their life, but it is solely the responsibility of the Client to take action on what they believe is the best strategy for getting to their desired outcome.

The Client agrees that using Pelvic Priestess Coaching is entirely at their own risk.

Pelvic Priestess Coaching Services are provided “as is,” without warranty of any kind, either expressed or implied, including without limitation any warranty for information, coaching, uninterrupted access, or products and services provided through or in connection with Pelvic Priestess Coaching.

Pelvic Priestess Coaching is requested at the Client's own choice. Any actions the Client takes, or lack of actions, based on any such opinion is done so solely by the Client's choice and responsibility and is neither the responsibility nor liability of the Company. The Client takes full responsibility in the decisions they make as a result of participating in Pelvic Priestess Coaching, as well as the consequences.

The Client enters into Pelvic Priestess Coaching with full understanding that they are responsible for creating their own healing results. It is the Client's responsibility to make their own informed decision about the accuracy of the information discussed or provided throughout the programme. In no event shall the Company or any member of the programme be liable for any incident or consequential damages resulting from the Client's use of the programme.

(d) Opinions. the Client is of the opinion that the Company has the proper and necessary qualifications, experience and abilities to provide Coaching to them. It is at the Client's sole discretion to determine how to use the opinions discussed to dictate their ongoing healing and addressing their body's challenges. Anything stated by any member of the Company is to be treated as an opinion. It is at the discretion of the Client to determine how to use the opinions discussed to dictate their relationship to healing and ongoing integration.

5. **Therapy Services**

(a) Therapy. Pelvic Priestess Therapies provides a range of holistic therapy services that can provide the Client with therapeutic bodywork and tools for healing physical and emotional health issues.

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(b) Process. the Coach will use reasonable care and skill in providing the service that the Client chooses. Clients are different and so is every therapy session. the Coach may also provide the Client with tools and practices that will allow them to move towards their healing objectives and recover their body from specific pelvic and sexuality issues outside of Therapy Session(s).

(c) No Guarantee of Results. the Company does not guarantee any results.

The Client agrees that using Pelvic Priestess Therapies is entirely at their own risk.

Pelvic Priestess Therapies are provided “as is,” without warranty of any kind, either expressed or implied, including without limitation any warranty for information, therapy, uninterrupted access, or products and services provided through or in connection with Pelvic Priestess Therapies.

Pelvic Priestess Therapies is requested at the Client's own choice. Any actions the Client takes, or lack of actions, based on any such opinion is done so solely by the Client's choice and responsibility and is neither the responsibility nor liability of the Company. The Client takes full responsibility in the decisions they make as a result of participating in Pelvic Priestess Therapies, as well as the consequences.

6. **Medical**

Due to the nature of issues that may be discussed within Pelvic Priestess Coaching, the Company requires the Client to complete a Medical History Form prior to the commencement of their Coaching Session(s). This form will be provided to the Client during the onboarding stage, as part of the Intake Form.

7. **Vulnerable Clients**

Clients under the age of 18 will be required to provide Parental/Guardian consent in order to undertake Coaching with the Company.

8. **Responsibilities of the Company**

(a) Services. the Company agrees to provide the following assurances to the Client for all Sessions:

- Be clear with the Client about the Coach/Therapist-Client relationship, including any expectations
- Be prepared for each Session

- Come to each Session promptly at the agreed time
- Maintain complete confidentiality, within the limits of the law, unless the Client gives explicit permission to share particular issues with others
- Represent themselves to the Client with honesty and integrity, and will refer the Client to another professional if the Coach/Therapist is not within their area of expertise or comfort

(b) Referrals. If the Client is referred to the Company by their GP or another practitioner, it may be necessary for the Company to speak to the referring practitioner first to ensure that they can provide a safe and effective treatment for the Client, and that they are able to accept the referral. If the Company is unable to accept the referral, they will, where possible, provide details of another practitioner who may be able to help.

(c) Cancellation. If the Company has to cancel a Session, the Client will be notified at the earliest opportunity, and the Session will be rescheduled at no additional charge to the Client.

9. Confidentiality

(a) Record-keeping. the Company maintains Individual Client files, both written and electronic. This will contain records of any contact, key discussion points, outcomes and other relevant information provided during Coaching Sessions with the Client. Written Client files are kept in a secured folder, and the Client's information is not shared with any Third Party unless agreed to by the Client in writing.

the Company retains Client files for a minimum period of 3 years after completion. **Access to your Client file may be requested by you in writing.**

(b) Confidentiality and Disclosure. All information provided to the Company is strictly confidential. All written notes are only accessed by the Coach/Therapist. There are certain circumstances when the Coach/Therapist may need to disclose something which the Client has told them during their session, however this would only be if there was any risk of harm to the Client or someone else, or if the Company should need to provide legal evidence. However, the Company would always seek the Client's consent and would encourage the Client to seek further help or advice before taking further steps. If the Client does not wish to give consent, and the Company remained concerned for their welfare, then the Company would need to disclose the information to an appropriate professional for the Client's own safety.

10. **Privacy**

Right to Privacy. The Client can, at any point in the Session(s), declare their preference not to discuss a specific issue, by simply stating that they would rather not discuss this issue. The Company agrees to respect this boundary and will not attempt to forward the conversation further along those lines.

11. **Ownership of Materials**

the Company's Confidential Information and any and all materials, including video, audio, and written content, shared with the Client by the Company at any time during the term of this Agreement or through providing Coaching or Therapy Services, or at any other time, whether verbal or written, physically or electronically, are the property of the Company. Any unauthorised reproduction, use, or appropriation of any such materials will be subject to applicable trademark, copyright, and intellectual property laws. Any authorised reproduction, use, or appropriation of any such materials shall bear the name and ownership credit of the Company, in the sole discretion of the Company.

12. **Statutory Rights**

The Client has the right to withdraw from the Agreement within 14 days of the commencement of the Agreement. The Client will be entitled to receive a full refund, less payment for any Session(s) already received, on a pro-rata basis, and any equipment or tools that have been provided.

13. **Termination of Contract**

(a) the Company reserve the right to cease the Agreement at any time during the course of the Agreement being active. In such an event, the Company will provide the Client with the reason for the termination. Otherwise, the Agreement will continue for the duration of the contracted period.

(b) If the Company terminates the Agreement, for whatever reason, the Client will receive a refund of any monies paid, less payment for any Sessions already received, on a pro-rata basis, and any equipment or tools that have been provided.

14. **Liabilities**

(a) Release of Liability. the Company provides support to Clients to improve their pelvic health, emotional health, sexuality, intimate relationships, and overall quality of their lives. The Client is aware that Pelvic Priestess Services are in no way to be construed or substituted as psychological counselling or any other type of medical advice.

The Client understands and acknowledges the Coach/Therapist will not be liable legally or otherwise, for the actions the Client may or may not undertake as a result of the Service. No assumption of responsibility is made or given, and the Client requesting such services agrees not to hold individuals or the Company responsible or liable in any form or fashion, for such actions taken of their own accord. The method and process by which this advice and direction are given in no manner whatsoever, written or verbal, constitutes an agreement or liability on the part of the provider and is acknowledged to be different in many ways than clinical and medical counselling.

b) Choice of Law. This Agreement and the performance under this Agreement and all suits and special proceedings under this Agreement, be construed in accordance with and governed by the laws of England.

15. **Indemnification**

The Client agrees to indemnify, defend and hold harmless the Company, and its agents, from and against any and all claims, damages, liabilities, losses, costs, and expenses of any nature arising from this Agreement or their participation in Pelvic Priestess Services.