

HarmonyHer Wellness

Terms of Service

joeleneabbott.com | joelene@joeleneabbott.com

These Terms of Service (“Terms”) govern your use of the website joeleneabbott.com and all services, programs, and products offered by Joelene Abbott, operating as HarmonyHer Wellness (“we,” “us,” or “our”).

By accessing our website, purchasing a program or service, or booking a session, you agree to be bound by these Terms. Please read them carefully. If you do not agree, please do not use our website or services.

1. Our Services

HarmonyHer Wellness offers menopause coaching, wellness programs, guided meditations, workshops, and related educational content. Our current offerings include but are not limited to:

- 15-Minute Nervous System Relief Guided Meditation (free lead magnet)
- Hormone SOS — 90-minute 1:1 intensive session
- HarmonyHer Menopause Reset — 4-week program
- HarmonyHer Method — 12-week flagship coaching program
- Workshops, masterclasses, and live events

Program details, inclusions, and pricing are described on the relevant sales or program pages and are subject to change. The description in effect at the time of your purchase governs your enrollment.

2. Eligibility

By purchasing or enrolling in any HarmonyHer Wellness service, you confirm that:

- You are at least 18 years of age;
- You have the legal capacity to enter into a binding agreement;
- The information you provide is accurate and complete.

HarmonyHer Wellness reserves the right to decline service to anyone at our sole discretion.

3. Health & Medical Disclaimer

IMPORTANT: Please read this section carefully.

Joelene Abbott is a Certified Menopause Specialist Coach, Trauma Informed Yoga Teacher, and Certified Reiki Master. She is not a medical doctor, licensed therapist, psychologist, registered dietitian, or other regulated health professional.

All content, coaching, programs, guided meditations, and communications provided by HarmonyHer Wellness are for educational, informational, and wellness support purposes only. Nothing we offer constitutes or replaces:

- Medical advice, diagnosis, or treatment;
- Mental health therapy or counselling;
- Nutritional or pharmaceutical guidance from a regulated professional.

You are encouraged to consult your physician, gynaecologist, or other qualified healthcare provider before making any decisions about your health, including decisions about hormone therapy (HRT/MHT), medications, or any physical or mental health concerns.

By engaging with HarmonyHer Wellness services, you acknowledge that you are responsible for your own health decisions and that any actions you take based on our content or coaching are taken at your own discretion and risk.

4. Payment

All prices are listed in US dollars (USD) unless otherwise stated. Payment is due in full at the time of purchase unless a payment plan has been explicitly agreed upon in writing.

We accept payment through the methods listed on our checkout pages. By providing your payment information, you represent that you are authorised to use the payment method and authorise us to charge the full amount owing.

We reserve the right to update our pricing at any time. Price changes will not affect purchases already completed.

5. Refund & Cancellation Policy

5.1 All Sales Are Final

All purchases made through HarmonyHer Wellness are final. We do not offer refunds, exchanges, or credits for any programs, sessions, digital products, or services, except where required by applicable Canadian consumer protection law.

By completing your purchase, you acknowledge and agree to this no-refund policy. We encourage you to review all program details and reach out with any questions before purchasing. You can contact us at joelene@joeleneabbott.com.

5.2 Session Expiry

Some services — including but not limited to the Hormone SOS intensive — must be scheduled and attended within 30 days of the date of payment. Sessions not booked or attended within this window will be forfeited without refund.

It is your responsibility to schedule your session promptly after purchase. If you are experiencing extenuating circumstances, please contact us as soon as possible at joelene@joeleneabbott.com and we will do our best to work with you.

5.3 Cancellation & Rescheduling

We understand that life happens. Our policies are as follows:

- Cancellations must be made at least 24 hours before your scheduled session. Cancellations made with less than 24 hours' notice will be considered a no-show and the session will be forfeited.
- Rescheduling requests must be made at least 2 hours before your scheduled session. Requests made with less than 2 hours' notice may not be accommodated and the session may be forfeited.
- To cancel or reschedule, use the link provided in your booking confirmation or reminder email. Cancellations and rescheduling requests made outside the required notice window will not be accepted and the session will be forfeited.

HarmonyHer Wellness reserves the right to reschedule sessions due to illness, emergency, or unforeseen circumstances. In such cases, we will provide as much notice as possible and offer alternative booking times.

6. Program Participation & Conduct

To get the most from your HarmonyHer Wellness experience, we ask that you:

- Show up to scheduled sessions on time and prepared;
- Engage with program materials honestly and in good faith;
- Respect the confidentiality of any group program participants;
- Communicate openly if something isn't working for you.

We reserve the right to remove any participant from a program or service who engages in disrespectful, harmful, or disruptive behaviour, without refund.

7. Intellectual Property

All content provided through HarmonyHer Wellness — including but not limited to program materials, guided meditations, worksheets, videos, written content, the Overstimulation Loop framework, and website content — is the exclusive intellectual property of Joelene Abbott and HarmonyHer Wellness.

Upon purchase, you are granted a personal, non-transferable, non-exclusive licence to access and use the materials for your own personal wellness journey. You may not:

- Share, copy, reproduce, or distribute any materials without written permission;
- Use our content for commercial purposes or resale;
- Present our frameworks, methods, or content as your own.

Unauthorised use of HarmonyHer Wellness intellectual property may result in legal action.

8. Confidentiality

We take your privacy seriously. Information shared in coaching sessions or programs is treated with care and respect. Please review our Privacy Policy at joeleneabbott.com for full details on how your personal data is collected, used, and protected.

We ask that you also respect the privacy of any other participants in group programs. What is shared in community spaces stays within that community.

9. Limitation of Liability

To the fullest extent permitted by applicable law, HarmonyHer Wellness and Joelene Abbott shall not be liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of our services, website, or content — including but not limited to health outcomes, emotional responses, or decisions made based on our coaching or content.

Our total liability to you for any claim arising out of or relating to these Terms or our services shall not exceed the amount you paid for the specific service giving rise to the claim.

Some jurisdictions do not allow certain limitations of liability. In those cases, our liability will be limited to the greatest extent permitted by law.

10. Governing Law

These Terms are governed by and construed in accordance with the laws of the Province of British Columbia and the federal laws of Canada applicable therein, without regard to conflict of law principles.

Any disputes arising under these Terms shall first be addressed through good-faith communication. If unresolved, disputes will be subject to the exclusive jurisdiction of the courts of British Columbia, Canada.

If you are accessing our services from outside Canada, you are responsible for compliance with your local laws.

11. Changes to These Terms

We reserve the right to update these Terms at any time. Updated Terms will be posted with a revised “Last Updated” date. Your continued use of our services after changes are posted constitutes your acceptance of the revised Terms.

For material changes, we will make reasonable efforts to notify active clients by email.

12. Contact Us

If you have any questions about these Terms, please contact:

Joelene Abbott
HarmonyHer Wellness
joeleneabbott.com
joelene@joeleneabbott.com

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