Terms & Conditions

Emilie Louise

Version 1.1 | 24 October 2026

These Terms & Conditions explain the basis on which Emilie Louise provides services and the rules for using this website. They are intended to be read alongside the Emilie Louise Privacy Policy and any service-specific terms supplied before purchase.

1. About Emilie Louise

Emilie Louise is the trading name of Emilie Forster, a sole trader. In these Terms & Conditions, “Emilie Louise”, “Emilie”, “I”, “me” and “my” refer to Emilie Forster trading as Emilie Louise. “You” and “your” refer to the person using the website or purchasing a service.

These Terms & Conditions are the general terms for the Emilie Louise business. They apply to use of the Emilie Louise website and, where relevant, to services purchased from Emilie Louise, including 1:1 Emotional Wellbeing Guidance, workshops, groups, programmes and events.

Some services may also have additional service-specific terms, participation terms or booking conditions. These will be made available before purchase where applicable. For example, Make Space may have separate Participation Terms in addition to these general Terms & Conditions. If service-specific terms conflict with these general terms, the service-specific terms will apply to that service to the extent of the conflict.

These terms apply to consumers using the Emilie Louise website and purchasing services directly from Emilie Louise. Nothing in these terms affects rights you have under applicable consumer law.

2. Who the services are for

Emotional Wellbeing Guidance and other client services are available to adults aged 18 or over.

I may decline to provide, or may discontinue, a service where I reasonably consider that it is not appropriate for your needs, falls outside the scope of Emotional Wellbeing Guidance, or another form of professional or specialist support would be more appropriate. Where I end a prepaid service that has not been provided, any refund due will be dealt with fairly, taking account of the service already received and your statutory rights.

3. Emotional Wellbeing Guidance

Emotional Wellbeing Guidance provides a supportive space to explore thoughts, experiences, priorities and possible next steps. Sessions may include listening, reflection, questions and practical exploration to help you gain clarity and make your own informed choices.

Emotional Wellbeing Guidance is not psychotherapy, counselling, medical care, psychiatric care or crisis support. I do not diagnose or treat physical or mental health conditions, and the service is not a substitute for support from an appropriately qualified healthcare or mental health professional.

You remain responsible for your own decisions and actions. Sessions are intended to support reflection, clarity and positive change, but no particular outcome or result can be guaranteed.

If you or someone else is in immediate danger or requires urgent medical or mental health support, please use the appropriate emergency, NHS or specialist crisis service rather than relying on Emilie Louise.

4. Current 1:1 service

The current standard 1:1 Emotional Wellbeing Guidance appointment is a 60-minute session priced at £50.

Sessions are currently delivered remotely, normally by Zoom. A telephone session can be arranged if preferred. In-person sessions are not currently part of the standard £50 service. If in-person sessions are offered in future, the location and price (including any room-related cost reflected in the price) will be made clear before booking.

The details in this section relate specifically to the current 1:1 Emotional Wellbeing Guidance service. Other workshops, groups, programmes or events may have different formats, prices, cancellation arrangements or participation requirements, which will be made clear before purchase and may be supplemented by service-specific terms.

5. Booking and payment

For all paid services, the applicable price, what is included and any payment schedule will be shown or communicated before you purchase. Payment must be made using the method and by the deadline stated for that service.

The £50 fee for a standard 1:1 session is payable in full when booking. An appointment is confirmed once the booking and required payment have been successfully completed.

You are responsible for providing accurate contact and booking information and for checking the appointment details supplied to you.

Prices shown at the time of booking are the prices applicable to that booking. Any future change in price will not retrospectively change the price of a confirmed booking.

6. Your statutory right to cancel an online booking

Where you book a service online or otherwise enter into a distance contract as a consumer, you will normally have a statutory right to cancel the contract within 14 days after the day the contract is entered into, without giving a reason, subject to the legal exceptions and rules that apply.

If you ask for a service to begin during that 14-day cancellation period, I will obtain the express request and any acknowledgement required by law before beginning the service. If you then exercise a statutory right to cancel after part of the service has been supplied at your request, you may be required to pay a proportionate amount for the service supplied up to cancellation, where the law permits this.

If a service is fully performed during the cancellation period following your express request and the legally required acknowledgement that the cancellation right will be lost once the service has been fully performed, the statutory cancellation right may end once the service has been fully performed.

These statutory rights are separate from the practical rescheduling and cancellation arrangements below and take priority where the law requires.

7. Rescheduling, cancellations and no-shows

The 24-hour arrangements below apply to the current 1:1 Emotional Wellbeing Guidance service. Workshops, groups, programmes and events may have different cancellation, transfer or attendance arrangements, which will be stated before purchase in the relevant booking information or service-specific terms. Statutory consumer rights continue to apply.

7.1 Rescheduling by you

Please give at least 24 hours' notice if you need to reschedule a 1:1 appointment. With at least 24 hours' notice, you may normally move the appointment without an additional charge, subject to availability.

7.2 Cancellation with less than 24 hours' notice or non-attendance

If you cancel with less than 24 hours' notice or do not attend, I may retain or charge an amount that fairly reflects the loss caused by the cancellation, taking account of the circumstances, any service

already provided and whether the appointment time can reasonably be filled. Any amount retained will not be used as a penalty and your statutory consumer rights are unaffected.

7.3 If I cancel

If I need to cancel an appointment, I will offer a reasonable alternative appointment or, if you prefer and the service has not been provided, refund the relevant payment. This does not limit any additional rights you may have under consumer law.

8. Lateness

If you arrive late, the session will normally still finish at the originally scheduled time so that later commitments are not affected. If you are more than 15 minutes late and have not contacted me, I may treat the appointment as a no-show and section 7 may apply.

If I am late, you will not lose paid session time. I will either provide the full agreed session time or agree another reasonable solution with you.

9. Technology and online sessions

You are responsible for having reasonable access to the telephone, internet connection, device and private environment needed for the chosen remote session.

If a minor technical interruption occurs, we will normally try to reconnect and continue. If a significant technical problem means a session cannot reasonably be completed, we will agree an appropriate solution depending on the circumstances. This may include continuing by telephone, making up lost time, rescheduling the remaining time, or providing an appropriate refund where required.

10. Confidentiality

Information you share during an Emotional Wellbeing Guidance session will be treated as confidential and will not ordinarily be shared with third parties without your permission.

There may be circumstances in which information needs to be disclosed, including where disclosure is required by law or where there is a serious concern about the immediate safety of you or another person. Where appropriate and reasonably possible, I would aim to discuss this with you first.

How personal information is collected, stored, used and shared is explained separately in the Emilie Louise Privacy Policy.

11. Transcription, AI and recording

Where you have given the appropriate consent, Zoom transcription or AI functionality may be used during a session to create a written transcript for session notes, continuity and preparation for future sessions. Further information about this processing, including the relevant providers and retention arrangements, is set out in the Emilie Louise Privacy Policy.

AI transcription is not a condition of receiving Emotional Wellbeing Guidance. Where consent is relied upon, you may decline it or withdraw it for future sessions without losing access to the underlying service.

You must not audio-record, video-record or transcribe a session yourself without my prior agreement. I will not make a separate audio or video recording of a session as standard. Any exceptional recording arrangement must be agreed in advance and handled in accordance with applicable data-protection requirements.

12. Contact between sessions

Contact between sessions is intended primarily for practical or administrative matters such as booking, rescheduling or accessing something I have agreed to send you.

Unless specifically stated as part of a purchased service, a 1:1 session fee does not include ongoing Emotional Wellbeing Guidance or emotional support between appointments by email, WhatsApp, Messenger or another communication channel. Emilie Louise is not a crisis or emergency support service and I cannot guarantee an immediate response to messages.

13. Your role in the process

Emotional Wellbeing Guidance is a collaborative process. You are encouraged to engage openly and to make your own decisions about what feels appropriate for you. Any choices, actions or changes you make following a session remain your responsibility.

Please raise any concerns or questions about the service with me so they can be discussed where appropriate.

14. Intellectual property

Unless stated otherwise, the written materials, worksheets, exercises, guides, frameworks, website content and other original resources provided by Emilie Louise remain my intellectual property or the intellectual property of the relevant rights holder.

Materials supplied to you may be downloaded, saved and printed for your own personal, non-commercial use. Unless I give prior written permission, you must not sell, commercially exploit, reproduce for others, distribute publicly, upload for public access, substantially adapt and present as your own, or use my materials or frameworks in your own commercial services.

Nothing in these terms transfers ownership of the Emilie Louise name, branding, logo, website content or other protected material to you.

15. Testimonials and client stories

Purchasing or using a service does not give Emilie Louise automatic permission to use your name, photograph, testimonial, session content or personal story for marketing.

If I would like to use feedback or part of your experience publicly, I will seek appropriate permission separately and will respect the form of identification agreed with you, for example anonymous use, first name only or identifiable use.

16. Website use

The website is provided to give information about Emilie Louise and available services. You may use it for lawful personal purposes. You must not deliberately interfere with the website, attempt unauthorised access, introduce malicious code, misuse its content, or use it in a way that infringes another person's rights.

I take reasonable care over website information, but website content is general information and is not a substitute for individual professional, medical, legal, financial or other specialist advice. Service-specific information provided as part of a contract remains subject to your statutory rights.

17. Third-party websites and services

The website or booking process may use or link to third-party services, for example Zoom, payment providers or external websites. A link or technical integration does not mean I control all content, availability or practices of that third party.

Where a third party processes your personal information on my behalf or in connection with my services, the relevant information will be addressed in the Privacy Policy where required.

18. Reasonable care, liability and your consumer rights

I will provide services with reasonable care and skill. Nothing in these terms excludes or restricts any liability or consumer right that cannot lawfully be excluded or restricted, including the statutory rights applicable to services.

To the extent permitted by law, I am not responsible for losses that were not reasonably foreseeable when the contract was made, or for losses caused by matters outside my reasonable control where I have acted with reasonable care.

Nothing in these terms excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or liability that cannot be excluded under applicable consumer law.

Any disclaimer in these terms about outcomes or general website information does not remove my legal responsibility to provide contracted services with reasonable care and skill.

19. Events outside reasonable control

I will not be treated as having failed to perform an obligation where performance is prevented or materially delayed by circumstances outside my reasonable control, provided I take reasonable steps to minimise the effect where appropriate. Examples may include serious illness, widespread service outages, severe disruption or other events that could not reasonably have been avoided.

If such an event materially affects a booked service, I will communicate with you and seek a fair solution, which may include rescheduling or a refund where appropriate or legally required.

20. Ending a service

You may stop using Emotional Wellbeing Guidance at any time, subject to the cancellation terms, any service-specific terms and your statutory rights.

I may end or decline further services for a genuine and reasonable reason, including where the service is no longer appropriate for your needs, boundaries are repeatedly breached, there is abusive or threatening behaviour, payment obligations are not met, or continuing would be unsafe or professionally inappropriate.

Except where serious circumstances justify immediate action, I will aim to communicate the reason and give reasonable notice where appropriate. Any unused prepaid amount will be dealt with fairly and in accordance with your statutory rights.

21. Complaints

If you have a concern or complaint about an Emilie Louise service, please contact me in the first instance so that the issue can be discussed and, where possible, resolved. Complaints will be considered fairly and responded to within a reasonable timeframe.

Making a complaint does not affect your statutory rights.

22. Changes to services and these terms

I may update these Terms & Conditions from time to time, for example to reflect changes in services, business practices or the law. The version that applies to a particular purchase will normally be the version provided or made available when you entered into that contract, unless a change is required by law or you agree otherwise.

Any material change to an existing paid service will be handled fairly and will not remove rights you already have under applicable law.

23. If part of these terms is unenforceable

If a court or other competent authority finds that part of these terms is unlawful or unenforceable, the remaining provisions will continue to apply so far as legally possible.

24. Governing law

These terms and any dispute or claim arising from them are governed by the law of England and Wales. If you are a consumer resident elsewhere in the United Kingdom, you may also have the benefit of mandatory protections and rights to bring proceedings available under the law applicable to you. Nothing in this section removes rights that cannot lawfully be excluded.

25. Contact

For questions about these Terms & Conditions, bookings, cancellations or complaints, please contact Emilie Louise using the contact details provided on the website.

Business: Emilie Forster, sole trader trading as Emilie Louise

Website: emilielouise.co.uk

The Privacy Policy provides further information about privacy and data-protection enquiries.

Important implementation note

These Terms & Conditions are designed to work alongside a compliant booking process. Before taking online bookings, the booking journey should clearly present the service description, total price, these terms and the required consumer cancellation information before the customer commits to pay.

If a customer books a session that will take place within the statutory 14-day cancellation period, the booking process should obtain the express request/acknowledgement required for early performance. AI transcription consent should be separate and optional rather than bundled into acceptance of these Terms & Conditions.

The Emilie Louise Privacy Policy should also be updated before routine AI transcription is used, so it accurately explains Zoom/AI processing, sensitive information, retention and the relevant data-protection arrangements.

Drafting note

This document is a practical business draft, not a substitute for advice from a solicitor about your particular circumstances. It has been drafted with reference to the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and current Competition and Markets Authority guidance on fair consumer contract terms and cancellation charges.