

Terms & Conditions



These Terms & Conditions apply to all services provided by **Sean's Healing Hub** ("we", "us", "our"), including:

- **massage/bodywork**
- **1:1 sessions** (in-person or online)
- **coaching/mentoring** (in-person or online)
- **readings** (in-person or online)

We genuinely care about creating a safe, respectful space — for you and for us. By booking, you agree to the terms below.

Contact us by email at welcome@coherence.net.au or by phone on 0485 000 111

Terms & Conditions

Bookings & Payment

- Your booking is confirmed once payment is received (or as otherwise agreed in writing).
 - All pricing is listed in **AUD** and may change over time. The price at the time of booking applies.
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Cash Payments (by arrangement)

- Cash payment can be arranged — simply contact us and we'll organise it with you.
 - Please note: **bookings are only confirmed once payment has been received**, so appointment times can't be held until payment is completed.
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Refunds, Rescheduling & No-Shows

- Refunds are available up to **24 hours** before your appointment time.
 - Within **24 hours**, refunds are not available — you may **reschedule instead**.
 - Reschedules must be made at least **3 hours** before your appointment time.
 - A **rescheduling link** will be included in your **confirmation email**.
 - **No-shows** forfeit the booking: **no refund, no reschedule, no credit**.
 - Proceeding with your booking confirms you have read and accept the **Refund & Rescheduling Policy**.
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Emergencies

We understand real life happens. If you have a genuine emergency, please contact us as soon as you can. We may offer flexibility at our discretion depending on the circumstances and availability.

Late Arrivals

- If you arrive late, your session may be shortened to respect the next booking.
- Arriving **more than 10 minutes late may result in forfeiting your booking** (treated as a no-show): **no refund, no reschedule, no credit.**
- Where possible, we'll do our best to work with what time remains — but this isn't always achievable.

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Your Health & Wellbeing

- Your health and wellbeing is your responsibility. We're here to support you — but you remain responsible for your own choices, actions, and outcomes.
- Please share anything relevant before your session so we can work safely (injury, illness, pregnancy, medications, physical limitations, mental health concerns, etc.).
- We may decline, pause, or stop a session if we believe it's not safe or suitable to continue.

Scope of Services & Disclaimers

- **Massage/bodywork** is provided for relaxation and general wellbeing support. It is not a substitute for medical care and we do not diagnose conditions.
 - **Coaching/mentoring and readings** are for insight, reflection, and personal development. They are not medical, psychological, legal, or financial advice.
 - Outcomes vary from person to person and cannot be guaranteed.
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Minors & Confidentiality

We work with minors and take confidentiality seriously. Before sessions begin, we will discuss and agree on confidentiality arrangements with the parent/guardian and the young person, so everyone is clear on what will be shared and what will remain private.

All confidentiality is subject to legal obligations (including where disclosure is required by law or where safety is at risk).

Recording of Sessions

- Sessions may be recorded (audio and/or video) for reference, quality, and continuity of care.
 - Clients are also welcome to record sessions for their own personal use.
 - Recordings are stored **securely offline** and handled with care in line with our Privacy Policy.
 - If you do not consent to recording, please tell us before your session begins.
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Respect, Safety & Boundaries

We're committed to a space that is respectful and safe. Abusive, threatening, harassing, sexual, or inappropriate behaviour will not be tolerated. If a session is ended due to unsafe behaviour, it will be treated as a **no-show** (no refund, no reschedule, no credit).

Privacy

We treat your information with care and discretion. See our **Privacy Policy** for details.

Australian Consumer Law

Nothing in these Terms limits your rights under **Australian Consumer Law**.
