



Terms & Conditions Astrid Boot medium*healer*therapist*

Last update: 11 March 2024

Who is Astrid Boot

Mrs Astrid Antonia Elisabeth Boot (AB) is a sole trader with Australian Business Number (ABN) 33 103 365 362.

Location: U 3 / 31 McKenzie Ave, Wollongong, NSW 2500.

The website of AB is <https://astridboot.com.au>.

Treatments

1. All treatments provided by Astrid Boot (AB) will last for the specified duration purchased. E.g. 2 hours treatment will last 2 hours.
2. All clients must complete an intake form prior to treatment.
3. Treatments will only be conducted if AB deems the treatment safe for the client to receive.
4. GP or other specialist's permission may be required before treatments can be provided.

Booking, duration and conclusion of the purchase

1. A booking is confirmed once AB and the client have both agreed a date, time and duration.
2. The duration of the purchase depends on the type of service and is agreed in advance in the confirmation and provides the number and duration of treatments to be held and an end or expiry date if applicable.

Intermediate termination of the purchase

1. AB and the client can unilaterally terminate the purchase if one of them is of the opinion that the execution of the purchase can no longer take place in accordance with the confirmed quotation. This must be communicated to the other party by email or letter.
2. If the client proceeds to premature termination for reasons other than negligence on AB's part, AB nevertheless has the right for the full, agreed purchase amount. If the payment has already been made, there will therefore be no refund.
3. AB may only use her power to prematurely terminate as a result of facts and circumstances that are beyond her control or cannot be attributed to her and as a result of which the purchase cannot reasonably be expected to be completed. In that case, AB will in any case be entitled to payment of her work until the moment of termination.

Inappropriate Behaviour

1. AB has the right to terminate a treatment immediately if the client demonstrates inappropriate or sexual behaviour.
2. Payment of the full amount of the treatment is still required if treatment is cancelled for any inappropriate behaviour.
3. AB has the right to exclude a client participating in a workshop or course due to their behaviour or if they otherwise disrupt or hinder the normal conduct of the workshop or course. Exclusion does not affect the client's obligation to pay the full amount of the training or service to AB.
4. If AB is unable to collect payment at the time of the session or treatment, an invoice will be sent to the client's (email) address.
5. All invoices must be paid within 3 days of issue date.

Cancellation Policy

1. A booking is confirmed once AB and the client have both agreed a date, time and duration for a treatment.
2. If a cancellation is made more than 24 hours before a treatment, the client will not be charged.
3. 24 Hours cancellation policy applies: A full charge will be applied for cancellation within 24 hrs of the booking.
4. This cancellation fee may be waived at AB's discretion.
5. The cancellation fee must be paid within 3 days of the cancellation.
6. AB has the right to cancel a treatment by giving 24 hours' notice, due to an emergency or illness.
7. AB has the right to cancel a treatment without notice if the client is intoxicated or drug affected.
8. AB commits to rearranging treatments to a new time and date within two weeks of the cancelled treatment where possible.

Liability

1. AB cannot guarantee the success of her treatments and is not responsible if there are no improvements in client's situation after treatment, nor for the extent to which these treatments contribute to the goal set by the client.
2. AB is never liable for the quality or outcome of the services she provides. AB is subject only to a best effort obligation.
3. All decisions or changes that a client makes/takes in their life after treatment by AB, are the client's own responsibility. AB can never be held responsible for the consequences of client's decisions or changes during and/or after treatment by AB.
4. AB is never liable for any (direct or indirect) damage caused to the client by and/or during the delivered services and/or goods.

Intellectual property/copyright

1. Techniques and teaching materials that have been developed and/or used by AB for the execution of client's purchase, remain the property of AB. Publication of one or more of these matters requires written permission from AB. All documents developed by AB are subject to copyright.

Confidentiality

1. AB is bound to secrecy of all details about her client.
2. Client treatment details will not be discussed with anyone other than the client.
3. AB occasionally writes articles and posts and may use examples from client sessions to explain how healing can take place or to raise awareness by readers that can lead to empower them, however, the privacy of all individuals will be kept confidential and unidentifiable.

Vouchers

1. Gift Vouchers are available and can be used as payment towards the described service up to the amount on the voucher.
2. Vouchers are only valid for one use.
3. Vouchers are only valid up to the expiry date.
4. Refunds are not available for vouchers not used or redeemed within the validity period.

Feedback Forms

1. Feedback forms or feedback request messages will be sent to clients at AB's discretion.
2. Content may be used in publicity material and on the website, with the permission of the author.
3. A testimonial or review provided by client, may be used by AB in publicity material, on the website and social media.

Website Content

1. Website content will be authorised and managed at AB's discretion, including testimonials.

Billing and Payment Terms

1. All goods and services will be charged according to the confirmed price at the time of the booking or purchase. At the discretion of AB the entire amount of the goods and/or services or part thereof can be paid in advance.
2. Payment can be by cash or direct deposit. In some cases goods and services can be purchased by paying through a PayPal link on the website. Payment details for a direct deposit will be provided by AB where applicable.
3. When payment is required in advance, an invoice will be sent to the client. Payment must be made within 3 days of the invoice date, unless by other agreement.
4. After this due date, the client is in default and interest can be applied if the invoice amount has not been paid. The provision of further services will be suspended, without AB being liable to pay damages to the client as a result of this.
5. If the client is in default of a payment to AB or if the client fails in any other way to fulfill one or more of their obligations, all related recovery costs will be added to the invoice amount.
6. Where payment has been made, an invoice with payment confirmation can be requested by the client.

7. For agreed and confirmed payment plans, payment before the due date on the (partial) invoice is mandatory. Where the client is in default, AB is entitled to claim the full amount of the program or service with interest.
8. Where there is a payment plan in place, the client agrees to pay the full program amount, even if they decide to not complete the program in its entirety.
9. Invoices will be sent to clients who do not attend confirmed appointments or who cancel treatments, outside the terms of the Cancellation Policy, shown elsewhere in this document. These invoices must be paid within 3 days of the invoice date.
10. When treatment on distance is requested, payment in advance is required. No treatment will take place if the payment has not been received by the scheduled day and time.

Privacy

1. AB has a separate Privacy Policy which is also published on the website through this link: <https://astridboot.com.au/privacy-policy/>.

Young Clients

1. Clients under the age of 18 must be accompanied by an adult and the adult must be present in the room throughout the treatment.
2. The adult must give permission for the treatment to be performed.
3. The adult must co-sign the client's consultation form.

Complaints Procedure

1. A client with a complaint or grievance should submit this by email to astrid@astridboot.com.au.
2. Complaints must include the date and location of the incident, the full name of the complainant, details of the complaint and a desired outcome following the complaint.
3. All complaints will be taken very seriously, and a response will be provided within 28 days.

Ethics

1. AB works according to her best knowledge and intuition and the methods that she has studied. AB intends to serve the client's highest & greatest good and to empower the client. AB treats clients with respect, openness, integrity, honesty, fairness, and professionalism.

Special provision

1. Australian law applies to all matters/provisions not covered by these Terms & Conditions.
2. In case of disputes, mediation services can be used to help resolve the issue. If this doesn't result in a solution, the small claims court and Australian law will prevail.

A digital version can be downloaded from AB's website: <https://astridboot.com.au/terms-conditions/>.

By signing this document in the space below, the client declares he/she has read and understood all Terms & Conditions and agrees to them.

..... <signature client>

..... <date>