



Jill Graham

## **Terms & Conditions**

By engaging with my services you confirm that you've understood and accept the following:

### **Tarot readings:**

You're over 18 years of age

Tarot readings are for entertainment services only: Any decisions you may make as a result of this reading rest entirely with you.

A reading isn't legally binding and is not a substitute for the consultation of appropriate medical, legal, financial or other professionals.

### **Reiki energy healing, emotional connection, spiritual guidance, life coaching, crystal singing bowls:**

You're over 18 years of age.

Reiki energy healing and crystal singing bowl sound therapy healing are a complementary therapy and not meant as a substitute for medical or psychological diagnosis and treatment. It addresses and supports you as a whole person and not any particular ailment or issue. It does not claim to diagnose, treat, heal or cure any health conditions and you are advised to consult with your doctor or appropriate qualified practitioner about any medical condition as appropriate.

Life Coaching and spiritual guidance are not intended to make decisions for you or steer you in a particular direction. It's to help you access your own internal guidance and make your own choices about your life.

Emotional Connection doesn't claim to diagnose, prescribe for, treat, heal or cure any physical or mental ailments and isn't meant as a substitute for any medical or psychological diagnosis and treatment.

There can be no guarantees of any specific results.

## GENERAL:

The services I provide in no way replace professional counselling from a licensed counsellor and cannot be relied on or replace appropriate legal, medical, mental health or financial advice from suitably qualified professionals. You are advised to consult with your doctor or other appropriate qualified practitioner about any health condition.

My services in no way diagnose problems but rather suggest creative and intuitive perspectives and understandings to help you approach your life in an empowered way that will maximise your personal potential. My role is supportive, serving as a coach, mentor, guide who shares tools and support to assist you in accomplishing your goals. Your success depends on things such as your background, previous life events and experiences, your own motivation, commitment, follow through and a whole host of additional factors. As with any service you may purchase your results may vary and will be based on many variables so therefore no guarantees can be made.

I respect your confidentiality and privacy and will not pass on your details to any third party without your consent.

You have the opportunity to ask any questions you need to prior to engaging any of my services

You haven't with-held any relevant information.

Because of the nature of my work I cannot guarantee the accuracy of my insights or energy work or offer specific outcomes or guarantees of particular transformation or change of any kind. The fee paid is for my time and work provided. You the client are 100% responsible for any action you may take based on any session.

## GENERAL:

I'm not responsible for your personal choices or actions before, during or after use of my website or services. You understand that any mention of any suggestion or recommendation on or through my website or services is to be taken at your own risk, with no liability on my part. You accept full responsibility for the consequences of your use, or non use of this information and you absolve me of any liability or loss that you, your business, family or any other person may incur from your or their use, or non use, of the information provided. By accepting, you release me from any and all legal responsibility from your session.

My services are based in the UK and all dealings are subject to UK jurisdiction.

**Sessions** are available via Skype or phone or Zoom. Skype sessions are via voice only. Sessions will be recorded only with the consent and agreement of both parties and are to be kept confidential to those parties. For phone sessions you will be given a landline number to call at the time of your appointment. You will be responsible for paying any phone call charges with your provider.

**Confidentiality.** I exercise reasonable diligence in maintaining the confidentiality of your sessions and won't voluntarily, knowingly, intentionally, or wilfully disclose your identity or contents of your session with me to 3rd parties.

**Payment** is via paypal. I also accept cash for in-person sessions. I can also accept direct BACS payments from UK clients. Please contact me should you prefer this method of payment.

## GENERAL:

**Cancellations.** Please give at least 24 hrs notice and I will do my best to re-arrange with you. If you don't show for a booked session then unfortunately a refund won't be issued as that time has been set aside for you and not available to arrange anything else. For any session that you can't attend I'd ask that you simply contact me as soon as you're able via phone or email or contact form and I'll respect your circumstances and do my best to accommodate you.

**Refunds.** You are requesting a spiritually-based service tendered from experience, specialized knowledge and personal attention. Thus the sessions are non refundable and all service fulfilments are final. I want you to be happy with the services you receive and benefit from them so if you have any concerns or queries please reach out and contact me and I will do my best to resolve things. If I need to cancel for any reason then I will refund you for any session not received.

**Technical issues:** Skype, Zoom or phone not working. Should there be any technical issues then I cannot be held responsible. I will do my best to reconnect with you and wherever possible still give you the full amount of time for your session. However, I cannot guarantee this as I can't predict what the issues might be. If the issue is at my end then I will re-arrange with you.

**Contact:** if you have any questions or concerns about my terms of service or if you need to re-arrange or cancel an appointment I can be contacted via the website contact form on [www.jillgraham.net](http://www.jillgraham.net) or on 07895 180603 between the hours of 9.00 - 17.30 GMT Monday to Friday.

***By going ahead with sessions you are confirming that you've understood and agree to them.***