

Speak Easy Counselling

Terms and Conditions

These terms and conditions govern your use of SpeakEasy Counselling services, social media and website. By accessing or using our services, you agree to be bound by these terms and conditions. If you disagree with any part of these terms and conditions, you may not use our services.

Definitions

“Company”, “we”, “our”, or “us” refers to SpeakEasy Counselling Pty Ltd.

“You” refers to the user/customer/client of our counselling services.

“Services” refers to the counselling sessions and related content offered by SpeakEasy Counselling.

Confidentiality

We are committed to maintaining the confidentiality of all information collected for the booking of a counselling session and shared during counselling sessions, in accordance with professional ethics and legal requirements.

Supervised Counselling

All counselling sessions will be conducted by trained members of the team in their capacity as lay counsellors. Our counsellors operate under supervision in accordance with professional standards and regulations. While we strive to provide high-quality counselling services, please note that our counsellors may be in training or under supervision. Our counselling services are not intended to replace traditional psychological or psychiatric services. If you require urgent or specialised mental health support, please seek assistance from a qualified mental health professional or contact emergency services as necessary.

Cancellation Policy and Missed Sessions

Counselling sessions must be scheduled in advance through our website. You may reschedule or cancel appointments with a **minimum of 24 hours notice**. Failure to provide adequate notice may result in a forfeiture of the session and fee associated with it. Failure to attend a session (missing a session) may result in a forfeiture of the session and the fee associated with it.

Loadshedding and Internet Connection

You are responsible for ensuring a stable internet connection and uninterrupted power supply for the duration of your online session. We cannot be held liable for missed sessions due to internet connection issues, loadshedding, or other technical difficulties on your end. In such cases, the session fee may be forfeited unless you reschedule the session.

SpeakEasy Counselling

Terms and Conditions

Use of Services

You must be at least 18 years old to use our counselling services. You hereby consent and agree to use our services only for lawful purposes and in accordance with these terms and conditions. It is your responsibility and in your best interest to ensure that you are in a quiet area with no distractions for the duration of your counselling session. You are responsible for maintaining the confidentiality of your account and password and for restricting access to your account. We reserve the right to refuse service, terminate accounts, or cancel sessions at our discretion without prior notice.

Intellectual Property

All content included in our counselling services, such as session materials, handouts, and resources, is the property of SpeakEasy Counselling and/or its licensors and is protected by copyright laws. You may not modify, reproduce, distribute, or exploit any part of our counselling services without our express written consent.

Privacy

Our Privacy Policy governs the collection, use, and disclosure of your personal information in the context of counselling sessions. By using our counselling services, you consent to the terms of our Privacy Policy.

Limitation of Liability

We make no warranties or representations about the outcomes or effectiveness of counselling sessions. In no event shall SpeakEasy Counselling be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in connection with your use of our counselling services.

Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of the Republic of South Africa, without regard to its conflict of law provisions.

Changes to Terms and Conditions

We reserve the right to update, change, or replace any part of these terms and conditions at any time without prior notice. Your continued use of our counselling services after any such changes constitutes acceptance of the new terms and conditions.

Contact Information

If you have any questions about these terms and conditions or our counselling services, please contact us at info@speakeasyza.com.