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## **General Terms & Conditions for Services**

### **Introduction**

By accessing or using the services provided by Beyond Labels, you agree to the following Terms & Conditions. Please read them carefully.

### **Services Provided**

Beyond Labels offers therapy, counselling, mental healthcare, and wellness services. These services are personalized and provided by qualified mental health professionals.

### **Appointments**

- Appointments must be scheduled in advance.
- Sessions are conducted either in person or virtually, depending on the service agreement.
- If you cannot attend a session, please inform us at least 24 hours before the appointment.

### **Confidentiality**

All information shared during therapy sessions will be kept confidential, except in cases where disclosure is required by law or where there is a risk of harm to yourself or others.

### **Responsibility**

While we are committed to providing high-quality mental health care, the results of therapy and counseling may vary for each individual. You are encouraged to actively participate in your treatment and communicate openly with your therapist.

### **Code of Conduct**

- We expect all clients to respect the rights and privacy of others.
- Any inappropriate or abusive behavior will not be tolerated and may result in termination of services.

### **Payment Terms**

- Fees for services are due at the time of service.

- Payment can be made via the accepted methods, which will be communicated at the time of booking.

**Liability**

Beyond Labels is not responsible for any personal injury, loss, or damage resulting from the use of its services unless caused by negligence or misconduct on our part.

**Amendments**

These Terms & Conditions may be updated from time to time. You will be notified of any significant changes.

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