

Terms and Conditions

Last Updated: March 18, 2025

1. Introduction

Welcome to Juliana Acuña Therapy & Growth (hereinafter referred to as "the Company"). By accessing and using our website and services, you agree to comply with these Terms and Conditions. Please read this document carefully before using our services.

If you do not agree with these terms, we advise you not to use our website or the services offered.

2. Minimum Age Requirement

The access and use of this website and the services provided are intended exclusively for individuals aged 19 and older. By using this site, you confirm and guarantee that you meet this age requirement.

The Company does not provide counselling services to minors. If you are under 19, you must obtain the consent of a legal guardian and contact us directly to assess appropriate support options.

3. Purpose of the Website

This website's content is for educational and informational purposes only. It does not replace medical, clinical, or psychological advice. If you are experiencing a mental health emergency, we encourage you to seek immediate help from a licensed professional or emergency services in your area.

4. Services Provided

The Company offers counselling services, group workshops, and educational content focused on emotional well-being, stress management, and cultural adaptation. These services may be provided in person or virtually, depending on availability and the client's needs.

Using these services does not guarantee specific results, as the counselling process depends on multiple individual factors.

5. Website Use

Access to our website is free, but some services may require payment. By using this site, the user agrees to:

- ✓ Use the content in a lawful and appropriate manner.
 - ✓ Refrain from actions that could damage, overload, or impair the website's functionality.
 - ✓ Not attempt to gain unauthorized access to the Company's systems.
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6. Limitation of Liability

You understand and agree that the use of this website and the services offered is voluntary and at your own risk.

- ✓ Any recommendations regarding products, services, or information on the site are purely informational.
 - ✓ The Company does not guarantee specific results and is not responsible for decisions made based on the information provided on this site.
 - ✓ The Company, its employees, affiliates, or collaborators are not liable for direct or indirect damages resulting from the use of the website or the services provided.
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7. Confidentiality and Data Protection

The Company is committed to protecting client privacy and confidentiality. All information shared during counselling sessions is strictly confidential, except in the following situations:

- ✓ When there is an imminent risk of harm to yourself or others.
- ✓ When there is a legal obligation to report suspected child abuse, neglect, or abuse of vulnerable adults.
- ✓ When a court order requires the disclosure of clinical records.
- ✓ For insurance verification purposes (clients will be notified beforehand).

For more details on how we handle your data, please refer to our [Privacy Policy](#)

8. Testimonials

Our website may feature client testimonials to provide insights into others' experiences with our services. These testimonials reflect individual opinions and do not guarantee that all clients will have the same results. By reading a testimonial on this site, you acknowledge that outcomes may vary from person to person.

9. Affiliations and Endorsements

Occasionally, we may promote or collaborate with other professionals or businesses whose products or services we believe could benefit our community. In these cases, we may receive financial compensation or other benefits. However:

- ✓ We only promote products or services we trust.
 - ✓ It is the user's responsibility to evaluate whether to purchase or use recommended products.
 - ✓ We do not assume responsibility for products or services acquired through third parties.
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10. Fees and Payments

- ✓ The Company operates as a fee-for-service practice. Clients must read and sign a Fee Agreement before receiving services.
 - ✓ Fees will be disclosed in advance, and payment is due before or at the time of the session.
 - ✓ Payments can be made via ACH Bank transfer, American Express, Mastercard, Paypal, Visa, Zelle, or other approved methods indicated at the time of booking.
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11. Cancellation and Missed Appointment Policy

We understand that unforeseen circumstances may arise, but to ensure efficiency, we have the following cancellation policy:

- ✓ A minimum of 24 hours' notice is required to cancel or reschedule an appointment.
- ✓ Cancellations made with less than 24 hours' notice will be subject to a 100% session fee charge.
- ✓ Clients who fail to attend their appointment ("no-show") will be charged the full session fee.
- ✓ If a client is more than 15 minutes late, the session will be considered canceled, and the full session fee will be charged.

12. Security and Data Protection

We implement measures to protect the security of client data, including:

- ✓ Encryption of data and restricted access.
- ✓ Secure platforms for virtual sessions.
- ✓ Two-factor authentication and firewalls for system security.

However, no digital system is 100% secure. Clients are encouraged to take additional precautions when sharing information online.

13. Cancellation and Missed Appointment Policy

This website may contain links to third-party websites. These links are provided for user convenience only. The Company does not endorse or take responsibility for the content or privacy practices of third-party websites.

14. Changes to Terms and Conditions

We reserve the right to modify these Terms and Conditions at any time. Changes will take effect once published on the website. Users are encouraged to review this document periodically.

15. Governing Law and Jurisdiction

These Terms and Conditions are governed by the laws of the Province of British Columbia and the applicable federal laws of Canada. Any disputes related to these terms will be subject to the exclusive jurisdiction of the competent courts in British Columbia.

16. Contact Information

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