

Introductory Offer — Free Call + 3 Half-Price Sessions (Off)

1. What's Included

- One complimentary 20-minute introductory phone call.
- Three individual therapy sessions at the reduced rate of \$75 each (normally \$130) valid from June to December 2025.

2. Eligibility

- Available to new clients only.
- The offer must be commenced within 3 months of initial contact.

3. Booking & Payment

- Sessions must be pre-booked.
- Payment is required at or before each session.
- Missed or unused sessions beyond the expiry period are non-refundable.

4. Cancellations

- Please provide a minimum of 24 hours' notice to cancel or reschedule.
- Late cancellations or no-shows may forfeit the session or incur the full session fee.

5. Session Options

- Sessions are available in-person in West End (Brisbane), online Australia-wide, or outdoors through eco-therapy (location to be arranged).
- The introductory call is offered by phone only.

General Terms for Services at Terra Soul Therapies

1. Confidentiality

- All sessions are confidential, and your personal information is managed in line with Australian privacy legislation and ethical practice standards.

2. Scope of Practice

- Terra Soul Therapies offers psychotherapy services and does not provide medical, diagnostic, or psychiatric treatment.
- Clients are responsible for disclosing relevant mental health or medical history that may affect the therapeutic process.

3. Crisis Support

- Terra Soul Therapies does not offer emergency or crisis services. If you are in crisis or at risk of harm, please contact Lifeline (13 11 14), your GP, or emergency services (000).

4. Informed Consent

- By attending sessions, you provide consent to engage in therapy and understand you may withdraw at any time.
- A written consent form may be provided before or during your initial session.

5. Respectful Practice

- A respectful, inclusive, and safe therapeutic environment is maintained at all times. Disrespectful, aggressive, or discriminatory behaviour may result in cessation of services.

Terra Soul Therapies – Cancellation Terms and Conditions

At Terra Soul Therapies, your time and wellbeing are valued. These cancellation terms are in place to ensure fairness and to maintain a consistent and respectful practice for all clients.

Cancellation Policy

- A minimum of 24 hours' notice is required to cancel or reschedule any appointment without incurring a fee.
- Appointments cancelled within 24 hours of the scheduled time may be charged at the full session fee.

No-Show Policy

- If you do not attend your appointment and have not provided notice, this will be considered a no-show and the full session fee may apply.
- For clients using an introductory offer, a no-show may result in forfeiture of the discounted rate for that session.

How to Cancel or Reschedule

- You can cancel or reschedule your appointment via:
Phone: 0416 158 752
Email: terrasoultherapies@gmail.com
- Please provide your full name and appointment time when cancelling.

Late Arrivals

- If you arrive late, your session will still end at the scheduled time to respect the next client.
- If you are more than 15 minutes late, the session may be considered a no-show and the full fee may be charged.

Consideration for Emergencies

- I understand that unexpected situations can arise. Where possible, exceptions may be made for emergencies or unforeseen circumstances. Please reach out if you need to discuss this.

Ongoing Cancellations

- Repeated late cancellations or no-shows may result in discontinuation of services at the therapist's discretion.