

## **Participant Agreement**

### **Service description**

Lighthouse Listening offers 25 and 50 minute virtual appointments that provide open-minded, neutral, friendly, and compassionate listening. Some reflection, affirmation, or other conversationally appropriate responses may be given. In listening sessions, clients are free to speak about whatever they want, as long as it's respectful and appropriate (see "Untolerated behavior" below).

### **Disclaimer**

This service is non-clinical and is not intended as healthcare. This service does not constitute therapy, coaching, psychology, or a client-clinician relationship. The client-listener relationship excludes any development of a social or romantic relationship. The content of the listening sessions is private, and I will make every effort to maintain the information you share with me privately. However, since this is not a healthcare relationship, the rules for healthcare confidentiality do not apply. You must be 18 or older to use this service.

### **Untolerated behavior**

If what you're sharing is harmful or inappropriate in any way, I may choose to terminate the session immediately without refund. For example, I will not tolerate hate speech, verbal abuse, yelling, or anything else that makes me feel unsafe.

### **Cancellation policy**

Sessions must be paid for in full and in advance through our website. 24 hours notice is required in order to reschedule or cancel an appointment with a refund. If you need to cancel or reschedule an appointment within 24 hours, no refund will be given. No refunds will be given for missed appointments. I will wait 15 minutes past your appointment time for you to log in before terminating the call without refund.

### **Pricing plan (subscription) policy**

Pricing plans (subscriptions) must be paid for in full and in advance through our website. With purchase of 25 and/or 50 minute pricing plans, clients receive 4 sessions per month of the specified session duration. It is your responsibility to make sure that you utilize the sessions allocated per month. No refunds will be given for unused sessions. The cancellation policy applies to all pricing plan sessions.

### **Gifting a session**

Updated: 4/30/2024

You may purchase a session or a subscription for someone else if both you and the recipient are 18 or older. You are responsible for making sure the recipient reads and understands the Participant Agreement before the session begins. This is important so that they know how I will reach them and what to expect for our call. It also helps prevent missed or terminated sessions due to violations of the Participant Agreement.