

## **CLIENT SERVICE AGREEMENT – Dated 9<sup>th</sup> March 2025**

### **BETWEEN:**

**Vape Escape Ltd** ("the Company"), a company registered in Jersey, Channel Islands, providing therapy services for individuals seeking support in quitting vaping and related concerns by Dr Marc Picot, owner of The Company, and services contracted to "Therapists", as listed on the 'Therapy' page of The Company's website, <https://vapeescape.org.uk/therapy>. Dr Picot will also be referred to as a Therapist for the purposes of this contract;

AND

**The Client**, an individual engaging the services of the Company.

### **1. SCOPE OF SERVICES**

1.1. The Company provides access to therapy services through its online platform, including but not limited to one-on-one therapy sessions and free 15-minute discovery calls.

1.2. The discovery call is scheduled for 15 minutes; however, as the booking system operates in 30-minute increments, it is at the discretion of the therapist whether to extend the call beyond the allocated 15 minutes.

1.3. Therapy sessions will be conducted via the The Therapists video link of individual choice or any other agreed-upon means.

### **2. BOOKINGS AND CANCELLATIONS**

2.1. Clients may book therapy sessions through the Company's online booking system.

2.2. Clients may cancel or reschedule an appointment up to 24 hours before the scheduled time.

2.3. Cancellations within 24 hours of the scheduled session will not be eligible for a refund, except in exceptional circumstances and at the sole discretion of the Company.

2.4. Failure to attend a scheduled session (a "no-show") will result in the full session fee being charged without the option for a refund or rescheduling.

### **3. FEES AND PAYMENT**

3.1. Fees for therapy services are as advertised on the Company's website or as otherwise agreed in writing.

3.2. Payment must be made at the time of booking unless otherwise agreed upon with the Company.

3.3. The Company reserves the right to amend its fees at any time with reasonable notice to clients.

### **4. CLIENT RESPONSIBILITIES**

4.1. The Client agrees to provide accurate personal information when booking services.

4.2. The Client is responsible for ensuring a suitable environment for online therapy

sessions, including stable internet access and privacy.

4.3. The Client understands that therapy services are not a substitute for medical advice, diagnosis, or treatment.

## **5. CONFIDENTIALITY**

5.1. All therapy sessions are confidential, and Therapists will not disclose personal information unless required by law or with the Client's consent.

5.2. The Company complies with data protection regulations to safeguard Client information.

5.3 An Artificial Intelligence (AI) notetaker may be present on the call, dependent on the Therapist used. This is to create notes which are available to you as a summary of the session, The Client, and to The Therapist for aiding memory and preparing for the next session to ensure the highest level of service. They are kept in digital form only. If you prefer not to have the AI notetaker, please let The Therapist know.

## **6. LIMITATION OF LIABILITY**

6.1. The Company and its therapists shall not be liable for any indirect, incidental, or consequential damages arising from the Client's use of therapy services.

6.2. The Client acknowledges that results from therapy services vary, and the Company makes no guarantees regarding outcomes.

## **7. GOVERNING LAW AND DISPUTE RESOLUTION**

7.1. This Agreement is governed by and construed in accordance with the laws of Jersey, Channel Islands.

7.2. Any disputes arising from this Agreement shall be resolved exclusively under the jurisdiction of the courts of Jersey.

## **8. TERMINATION OF AGREEMENT**

8.1. The Company reserves the right to terminate services if a Client violates the terms of this Agreement, including inappropriate behaviour towards therapists.

8.2. The Client may terminate their engagement with the Company at any time; however, no refunds will be issued for unused sessions unless agreed upon by the Company.

## **9. ACCEPTANCE OF TERMS**

By booking and using the services of the Company, the Client agrees to be bound by the terms outlined in this Agreement.

Dr Marc Picot

Founder, VAPE ESCAPE LTD

9<sup>th</sup> March 2025

Marc Picot