

Open Hands Energy Client Agreement & Policies

1. Booking & Payment

- Full payment is required at the time of booking to secure your session.
- Payment plans may be offered in unique circumstances, at my discretion.
- All payments are **non-refundable**.

2. Cancellation & Rescheduling

- **Cancellations:** Not permitted once booked. All sales are final.
- **Rescheduling:** Allowed **once per session** if requested via email (hello@openhandsenergy.com) **at least 48 hours before** your scheduled session. Rescheduled sessions must occur within **2 weeks** of the original appointment.
- **No-shows/Late Arrivals:** If you are more than 10 minutes late, the session is considered cancelled.

3. Session Details

- **Live sessions** are conducted via Google Meet.
- **Asynchronous tarot readings** are delivered via WhatsApp, Telegram, or Instagram, as chosen by you.
- **Preparation:** For Spinal Energetics, ensure you meet the requirements (see [contraindications document](#)). For all sessions, understand that you are a sovereign being responsible for your own wellbeing. My services are for guidance only, not medical, legal, or therapeutic advice.

4. Privacy & Confidentiality

- Your personal information and session recordings are kept strictly confidential and never identifiably shared without your explicit permission or as required by law.
- Sessions may be recorded for internal use (e.g., AI notetaking). Any public use of session content will be anonymized, and you will not be identifiable without your explicit consent.

5. Intellectual Property

- All content created during sessions (recordings, notes, written materials) is my intellectual property.
- If I share session recordings with you, you may use them publicly or share them with others only if you **tag and notify me**.

6. Liability Waiver & Limitation of Liability

- By booking a session, you acknowledge that my services are for guidance only and not a substitute for professional medical, legal, or therapeutic advice.
- I am not liable for any outcomes or decisions you make based on our sessions.
- My liability is limited to the provision of the services outlined or, in rare cases, a refund if I refuse to provide the service.

7. Indemnification

- You agree to indemnify and hold me harmless from any claims, damages, or losses arising from your use of my services or any violation of these policies.

8. Termination of Services

- I reserve the right to terminate services at any time, for any reason, especially in cases of abuse, policy violations, or if I believe the working relationship is no longer beneficial or safe.

9. Dispute Resolution

- Any disputes will first be addressed through direct communication. If unresolved, disputes will be handled in accordance with the laws of the Netherlands.

10. Governing Law

- These terms are governed by the laws of the Netherlands.

11. Amendments

- I reserve the right to amend these terms at any time. Continued use of my services constitutes acceptance of the updated terms.

12. Communication

- For questions or concerns, email hello@openhandsenergy.com. I aim to respond within 48 hours.
- I reserve the right to stop responding to emails that are inappropriate, harmful, or unrelated to your sessions.

13. Special Cases

- In the event of an emergency or technical issue on my end, I may need to reschedule your session with little notice. I will make every effort to accommodate you or, in rare cases, offer a refund.

14. GDPR Compliance

- Your email will be added to my newsletter listserv. You may unsubscribe at any time.

Acknowledgment

By proceeding with your booking, you acknowledge that you have read, understood, and agreed to these policies.