

Empathic Listening Services

Client Onboarding Packet

Schedule Here

Thank you for your interest in Empathic Listening services. This document is designed to create clarity, mutual respect, and a supportive structure so that our time together can feel safe, intentional, and meaningful.

Empathic Listening is a dedicated space where you are heard without judgment, advice, or interruption. To maintain the integrity of this service, the following policies and expectations apply to all clients.

What to Expect

Sessions are focused entirely on active, empathic listening.

This service is not therapy, counseling, or medical care.

The intention is to provide a grounded, respectful environment where you can speak freely and feel heard.

Session Format

Sessions are conducted via WhatsApp voice call only.

Video calls are not offered.

Available session lengths:

1-hour Empathic Listening session

2-hour Empathic Listening session

Scheduling Policy

I schedule my personal and professional life around confirmed commitments and appreciate the same level of respect in return.

Requests made 3 days (72 hours) or less before a desired session time are considered last-minute bookings.

Last-minute sessions may be accepted depending on availability.

Additional fees may apply for last-minute bookings.

Payment & Confirmation

All sessions must be paid in advance to confirm your booking.

A session is only considered confirmed once payment has been received.

Rates may vary depending on individual client needs and session requirements.

Cancellation Policy

Life happens, and flexibility is respected when possible.

Cancellations made at least 24 hours before the scheduled session time will be accepted.

Cancellations made with less than 24 hours' notice are considered late cancellations.

No refunds are provided once a session is booked.

Client Readiness Guidelines

To maintain a clear and supportive environment:

Please avoid alcohol or mood-altering substances before and during the session.

Sessions may be ended if a client appears impaired.

Professional Boundaries

To preserve the purpose and emotional safety of this service:

I do not answer personal questions about my private life or personal experiences.

The session remains focused on your experience and your space to be heard.

Rate Adjustments

Rates may change over time or be adjusted based on session structure, frequency, or individual client needs. Any changes will be communicated clearly in advance.

Agreement

By booking an **Empathic Listening session**, you acknowledge that you have read, understood, and agreed to the policies outlined in this onboarding packet.

Thank you again for your interest and trust.

I look forward to creating a respectful and supportive listening space together.

Kind regards,

Monica

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