



Terms and Conditions of Service

By using our site, you confirm that you accept these terms of use and that you agree to comply with them.

If you do not agree to these terms of use, you must not use our site.

Our liability

All of our therapists are individuals who meet the following requirements:

- having a psychological education and a certificate of education of the established form,
- working on the Customer's Website ("**Psy.online**") under the terms of this Offer Agreement, directly (personally) carrying out consultations.

"**Psy.online**" provides the counselling platform and administrative services only.

"**Psy.online**" will not accept liability for any loss or damage resulting from contact or work with the therapist. Any complaint against the therapist should be raised with the therapist in the first instance and, if necessary, escalated to their respective department or organization in his/her country of practice.

In the event you require further guarantees regarding the practitioner/therapist level of qualification, we recommend you checking with the corresponding qualification/certification body related the contracted psychotherapist.

By using "**Psy.online**" you knowingly accept full responsibility for its use and the selection of your therapist as well as, for the results of the service provided by the chosen therapist.

Definitions

The terms used in this document are applied as they are defined on the Site <https://Psy.online> and they are subject to the following clarifications:

The "Provider" is also referred to an individual who has reached 18 (eighteen) years of age, (21 in US) who has received additional and / or basic education in any psychotherapeutic method (Gestalt therapy, cognitive behavioral therapy, psychoanalysis, etc.) in any state and / or non-state



educational institution and having a certificate and / or other document confirming such training and the availability of the necessary knowledge and skills and may use another designation. The appointment with the Provider may be referred to as “Online Session” or “Session.” The client receiving online Services from a “Provider” is defined as the “Client.” The fee paid for Online Sessions with a Provider is also referred to as “Purchase.”

Entire Agreement

This is the entire Agreement between you and “Psy.online” relating to your access and use of the Website and any part of our Services. This Agreement supersedes and invalidates all prior representations, warranties, understandings, and agreements between you and “Psy.online” relating to the subject matter of this Agreement.

Accessibility

Access to our site is made available free of charge, although online consultations once booked are to be paid in full before the consultations start. Any cancellations raised by the therapists will be refunded in full. Any cancellations initiated by the patients must be confirmed 24 hrs before the consultation date. In case if the session did not take place due to the fault of the Contractor and / or the Contractor did not notify the Customer of the cancellation or rescheduling of the meeting less than 24 (twenty-four) hours in advance, then, at the discretion of the Customer, the amount paid for the consultation meeting, or is subject to return to the Customer, or counted towards the payment of the next meeting.

We do not guarantee that our site, or any content on it, will always be available or be uninterrupted. Access to our site is permitted on a temporary basis. We may suspend, withdraw, discontinue or change all or any part of our site without notice. We will not be liable to you if for any reason our site is unavailable at any time or for any period due to drop on internet capacity, server maintenance, electricity outage or others.

You are responsible for making all arrangements necessary for you to have access to our site and a viable internet connection to be able to be present at the consultation. Any consultations that are not completed due to any of the above-mentioned causes, will not be refunded unless that a customer support ticket is created and the issue has been caused by faults raised by “Psy.online”

Confidentiality

Services provided are strictly confidential. Personal health information (collection, use and/or disclosure of the Client’s personal health information) will not be released without informed, written consent from the Client except where required by law.

It is the Client’s responsibility to choose a private place for online sessions without others present and devoid of distractions and ensure that they are using secure equipment and a secure location.

Sharing of Information

If it is decided between the Client and the Provider to share information for reason of referral or consultation, a formal consent form will be completed and signed in advance by the Client. The



Client has the right at any time to withhold or revoke consent. The Provider does not provide completion of forms or letters for employers or for court purposes. Advance notice is required for letters of attendance.

Payment of Services

Online session fees are set in accordance with the recommended fee range for providers in private practice established.

The Client represents and warrants that the Client has the legal right to use any credit card(s) or other payment method(s) in connection with any Purchase; and that the information the Client supplies is true, correct and complete.

Payment for services is expected prior to the Client's Online Session. The Client can pay for Services by debit card or credit card or any other method. An e-mailed receipt will be provided to the Client at the time of the online payment.

Discharge/ Termination

Discharge of the Client and termination of the Services will occur when goals are met, or the Client expresses a desire to no longer use the Service.

Termination or suspension of access to the Service may be immediate, without prior notice or liability, for any reason whatsoever, including, without limitation, if the Client breaches the Terms. All provisions of the Terms shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability. Upon termination, the Client's right to use the Service will immediately cease. If the Client wishes to terminate the account, the Client shall inform the Provider and discontinue using the Service.

Third party links and resources in our site

Where our site contains links to other sites and resources provided by third parties, these links are provided for your information only. We have no control over the contents of those sites or resources.

Limitation of Liability

In no event shall **"Psy.online"** or its officers, directors, employees, agents, licensors, and their respective successors and assigns be liable for damages of any kind, including, without limitations, any direct, indirect, special, punitive, incidental, or consequential damages, including, without limitation, any loss or damages relating to your use or misuse of any part of our Services, User Account, Website or Content or your inability to use our Services including the Website, Content or User Account.

You acknowledge and agree that **"Psy.online"** is not connected with or responsible in any way for, the care you may receive from therapist. **"Psy.online"** disclaims any and all liability for the acts, omissions, and conduct of, and psychotherapy services provided by, all therapist(s) and conduct of any third parties on the Website, or any advertisers or sponsors of the Website or Content and any other part of our Services (collectively, "third-party"). Under no circumstances shall **"Psy.online"** or



officers, directors, employees, agents, licensors, or their respective successors and assigns be liable for any injury, loss, damage of any kind (including direct, indirect, special, punitive, incidental, or consequential damages), or expense arising in any fashion whatsoever from:

- a. the acts, omissions, or conduct of any third-party, and
- b. any access, use, reliance upon or inability to use any materials, content, goods, or services located at, or made available at, any website linked to or from the Website or Content, regardless of the cause and whether arising in contract (including fundamental breach), tort (including negligence), or otherwise. The foregoing limitation shall apply even if **“Psy.online”** knew of or ought to have known of the possibility of such damages.

Modification to the Website

“Psy.online” reserves the right at any time, and from time to time, to modify or discontinue, temporarily or permanently, the Website and any other part of our Services without notice to you. We may provide notice to you out of courtesy, but that does not obligate us to provide notice for any subsequent amendments to our Services including our Website. **“Psy.online”** shall not be liable to you or any third party for any modifications, suspension, or discontinuance of the Website or Content or any part thereof.

The financial services provided by Intertech Corporation LLC that provides finance and payment solutions services for Psy.online. All the payments will be charged prior and with accordance to the US Legislation. The website services are available worldwide prior to the own risk and country’s legislation and law.