

Holistic Haven by Michelle May - Terms & Conditions

These terms and conditions govern your use of the products and services provided by our holistic wellness small business in Australia. By accessing or using our services, you agree to comply with these terms and conditions. If you do not agree with any part of these terms, please refrain from using our services.

1. Services

Our holistic wellness small business offers a range of services including but not limited to reiki, meditation sessions, sound baths, reflexology, and holistic therapies. These services are provided by qualified professionals and are aimed at promoting overall well-being.

2. Booking and Payment

To avail of our services, you are required to make a booking in advance. Bookings can be made through our website. Payment for services can be made online through accepted payment methods as specified by our business. Prices for services are subject to change without prior notice.

Clients must inform Holistic Haven by Michelle May of any change in your contact details, bank accounts, or credit card details for payment, or any other information relevant to your membership.

Should any payments, fees or other debts remain due but unpaid from any source, Holistic Haven by Michelle May may suspend the Member's use of the Services until all fees and other debts are paid in full. If payment is not received you may be banned.

4. Cancellations and Refunds

If you need to cancel or reschedule a booking, please notify us at least 24 hours in advance. Failure to do so may result in a cancellation fee. Refunds for cancellations made within the specified time frame may vary depending on the service. Any disrespect towards our staff will not be tolerated, customers can be refused services without refund. We are committed to providing superior quality services to our clients. You may be required to telephone us directly to cancel.

5. Health and Safety

While participating in our services, it is important to disclose any pre-existing medical conditions, injuries, or allergies that may affect your ability to fully engage in the activities. Our professionals will make reasonable efforts to accommodate your needs, but we cannot be held responsible for any adverse effects resulting from non-disclosure.

6. Liability

Our holistic wellness business and its employees shall not be held liable for any injury, loss, or damage to personal property incurred during the use of our services. Holistic Haven by Michelle May cannot accept responsibility for any valuables brought to any venues. By using our services, you acknowledge and accept the inherent risks associated with physical activities and holistic therapies. I do hereby waive, release and forever discharge Holistic Haven by Michelle May from any and all responsibility or liability for injuries or damages resulting from my participation in any activities or my use of services or facilities.

7. Privacy

We respect your privacy and handle your personal information in accordance with applicable privacy laws.

As we continue to evolve our Web site and incorporate new technologies to improve communication, our policies may change. We encourage you to refer to this policy on an ongoing basis to stay abreast of our most current Privacy Policy practices.

WHAT INFORMATION DO WE COLLECT?

Currently, HolisticHavenbyMichelleMay.com.au gathers information (such as name, e-mail address, contact number) strictly for contact purposes when users opt to fill out an email submission form to inquire about our company and about offerings. In some cases we ask for other optional information depending on the service.

HOW DO WE USE INFORMATION?

We may use your information to communicate special offers, promotions and information about our company to you via email. If you do not wish to receive these emails you will have the option to opt out of future mailings (see the section below). We may also use your information to compile usage statistics and other data regarding the use of the Web site services. We will not share your personally identifiable information

with third parties, outside of the limited circumstances referenced in the paragraph immediately below.

HOW DO WE USE YOUR EMAIL AND TEXT INFORMATION?

At Holistic Haven by Michelle May we respect your concerns about privacy. We collect email information to provide a more personalised and relevant experience. If you give us your email or SMS address on the home page, when you inquire about offerings or sign up, we will send you emails or texts or other SMS messages about exclusive offers, news at Holistic Haven by Michelle May and new offerings. If you have previously opted out of receiving emails or texts or other SMS messages from us, providing updated information will act as an 'opt back-in'.

If you want to opt-out of receiving promotional emails or texts, simply click on the unsubscribe link located on the bottom of all of our emails or reply STOP to our SMS messages. Although we strive to update our email and SMS list as frequently as possible, you might receive another contact before we are able to remove you. Please note that you will continue to receive Member Services related communications as it pertains to your member account. Holistic Haven by Michelle May may use any of your contact information held on file (including email, SMS & Phone) to communicate with you in relation to day to day administrative activities, such as online purchases and important service alerts. Holistic Haven by Michelle May never sells or rents your name, email address, or any other personally identifiable information to third-parties.

WE ONLY SHARE USER INFORMATION IN THE WAYS DESCRIBED BELOW:

Agents: We employ other companies and individuals to perform functions on our behalf. Examples include creating and maintaining our Website, sending SMS messages, and email, removing repetitive information from customer lists, analysing data, providing marketing assistance and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.

Protection of Holistic Haven by Michelle May: We release accounts and other personal information when we believe release is necessary to comply with law; enforce or apply our Terms of Use and other agreements; or protect the rights, property, or safety of Holistic Haven by Michelle May, our users, or others. This includes exchanging information with other companies and organisations for fraud protection.

DOES THIS PRIVACY POLICY APPLY TO EXTERNAL LINKS FOUND ON THIS WEBSITE?

While this site may contain links to other sites, please note that when you click on one of these links, you are 'clicking' away from Holistic Haven by Michelle May to another website. We encourage you to read the privacy statements of these linked sites as their

privacy policies may differ from ours. We are not responsible for the privacy practices or the content of such Web sites.

INDIVIDUAL'S RIGHT OF ACCESS

Individuals have the right to review, amend or delete personal and/or sensitive Information that may be recorded on the Holistic Haven by Michelle May database. Information may be reviewed, amended, or deleted by email to holisticmichellemay@gmail.com

A request may be made to delete personal and/or sensitive information, and all reasonable steps to delete the information will be made, except where it is required for legal reasons.

STORAGE AND SECURITY OF PERSONAL AND/OR SENSITIVE INFORMATION

Holistic Haven by Michelle May takes all reasonable steps to keep secure personal information recorded and to keep this information accurate and up to date. The personal information is stored on secure servers if in digital format, or in locked areas if in hardcopy format: these repositories are protected in controlled facilities. We destroy or de-identify personal information we no longer require.

PROBLEMS, QUERIES OR COMPLAINTS

For further information regarding this Privacy Policy or to make a complaint about the steps taken by Holistic Haven by Michelle May to protect your personal information or privacy, please contact holisticmichellemay@gmail.com. We will investigate any complaints received in writing and do our best to resolve them as soon as possible.

8. Intellectual Property

All intellectual property rights, including but not limited to trademarks, logos, and content, associated with our holistic wellness business are owned by us. You are prohibited from using, reproducing, or modifying any of our intellectual property without prior written consent.

9. Amendments

We reserve the right to modify or update these terms and conditions at any time without prior notice. It is your responsibility to review these terms periodically for any changes. Continued use of our services after any modifications constitutes your acceptance of the updated terms.

10. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of Australia. Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts of Australia.

By using our services, you acknowledge that you have read, understood, and agreed to these terms and conditions. If you have any questions or concerns, please contact us for further clarification.