

Terms and Conditions

1. A NOTE ABOUT THIS WORK

The Journey process, as pioneered by Brandon Bays, is a powerful tool for emotional healing, self-discovery, and personal transformation. As your practitioner, I offer this work to support your inner healing in a safe, non-judgemental, and confidential space. Please note that Journey sessions are not a replacement for medical or psychological diagnosis or treatment. If you have or suspect you have a health condition, you should consult a qualified medical or mental health professional. The Journey complements—but does not replace—any medical, therapeutic, or alternative program you may already be undertaking.

2. SESSION TERMS & CANCELLATION POLICY

Sessions Offered: Online via Zoom/Facetime

Booking: Sessions are pre-booked and paid in advance (unless otherwise agreed).

Cancellation / Rescheduling:

- You may reschedule your session up to 48 hours in advance at no charge.
- Cancellations made with less than 48 hours' notice are non-refundable and non-transferable unless due to exceptional circumstances (at my discretion).
- No-shows will be charged in full.

Practitioner Cancellations: In the unlikely event that I need to cancel your session; I will offer to reschedule or refund you in full.

3. CONFIDENTIALITY & DATA PROTECTION

All personal information shared in sessions is treated with the highest level of confidentiality and respect.

What I Collect & How I Use It: Your data may include your name, contact details, relevant health or wellbeing information, and session notes.

It is used solely to:

- Provide and tailor sessions to your need
- Maintain professional and ethical records
- Share agreed follow-up material or communications
- Send you occasional updates about services (with your consent)

Data Storage: All data is securely stored in accordance with data protection laws (including UK GDPR, if applicable). You may request access to your information or ask for it to be deleted at any time, subject to legal and insurance requirements. I will never sell or share your data with third parties for marketing or other purposes.

4. DISCLAIMER

Journey sessions are a form of guided introspection, not a medical treatment. They are not intended to diagnose, treat, or cure any physical or psychological condition. You remain fully responsible for your own health, wellbeing, and decisions during and after your sessions. If you are under medical care or therapy, please consult your healthcare provider before starting Journey work.

5. SUITABILITY

Journey sessions are not suitable for individuals currently experiencing acute mental health crises (e.g. active psychosis, suicidal ideation) unless under appropriate medical supervision. If this may apply to you, please consult a medical professional before booking.

6. COMMUNITY & ETHICS

As a Journey Practitioner, I abide by the ethics and professional standards set out by The Journey organisation. My aim is to offer compassionate, respectful, and non-directive support throughout your healing process.

7. CHANGES TO THESE TERMS

I reserve the right to update these Terms & Conditions as needed. The latest version will always be available upon request or on my website.

8. CONTACT

If you have any questions about these terms or your sessions, feel free to contact me:

info@katiepadfield.co.uk