

# CARLY ADELE WELLNESS, LLC

## PRIVACY POLICY

This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of our Sites. We use your Personal Information only for providing and improving these Sites. By using these Sites, you agree to the collection and use of information in accordance with this policy.

### WHAT IS CONSIDERED PERSONAL INFORMATION?

Personal information refers to information such as your name, address, email address, geographic location, purchase history, gender, credit card information and browsing habits on our site.

### WHAT INFORMATION DO WE COLLECT?

We collect information from you when you register on the site, place an order, enter a contest or sweepstakes, respond to a survey or communication such as e-mail, or participate in another site feature.

When ordering or registering, we may ask you for your name, e-mail address, mailing address, phone number, credit card information or other information. You may, however, visit our site anonymously.

Like many websites, we use cookies to enhance your experience and gather information about visitors and visits to our websites. Please refer to the do we use cookies section below for information about cookies and how we use them.

### WE MAY PROCESS THE FOLLOWING CATEGORIES OF PERSONAL DATA ABOUT YOU:

- **Communication Data** that includes any communication that you send to us whether that be through the contact form on our website, through email, text, social media messaging, social media posting or any other communication that you send us. We process this data for the purposes of communicating with you, for record keeping and for the establishment, pursuance or defense of legal claims. Our lawful ground for this processing is our legitimate interests which in

this case are to reply to communications sent to us, to keep records and to establish, pursue or defend legal claims.

- **Customer Data** that includes data relating to any purchases of goods and/or services such as your name, title, billing address, delivery address, email address, phone number, contact details, purchase details and your card details. We process this data to supply the goods and/or services you have purchased and to keep records of such transactions. Our lawful ground for this processing is the performance of a contract between you and us and/or taking steps at your request to enter into such a contract.
  - **User Data** that includes data about how you use our website and any online services together with any data that you post for publication on our website or through other online services. We process this data to operate our website and ensure relevant content is provided to you, to ensure the security of our websites, to maintain back-ups of our websites and/or databases and to enable publication and administration of our websites, other online services and business. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our websites and our business.
  - **Technical Data** that includes data about your use of our websites and online services such as your IP address, your login data, details about your browser, length of visit to pages on our website, page views and navigation paths, details about the number of times you use our websites, time zone settings and other technology on the devices you use to access our websites. The source of this data is from our analytics tracking system. We process this data to analyze your use of our websites and other online services, to administer and protect our business and websites, to deliver relevant website content and advertisements to you and to understand the effectiveness of our advertising. Our lawful ground for this processing is our legitimate interests which in this case are to enable us to properly administer our websites and our business and to grow our business and to decide our marketing strategy.
  - **Marketing Data** that includes data about your preferences in receiving marketing from us and our third parties and your communication preferences. We process this data to enable you to partake in our promotions such as sales offers, affiliate offers, free contests with give-aways, to deliver relevant website content and advertisements to you and measure or understand the effectiveness of this advertising. Our lawful ground for this processing is our legitimate interests which in this case are to study how customers use our products/services, to develop them, to grow our business and to decide our marketing strategy.
- We may use Customer Data, User Data, Technical Data and Marketing Data to

deliver relevant website content and advertisements to you (including Facebook adverts or other display advertisements) and to measure or understand the effectiveness of the advertising we serve you. Our lawful ground for this processing is legitimate interests which is to grow our business. We may also use such data to send other marketing communications to you. Our lawful ground for this processing is either consent or legitimate interests (namely to grow our business).

## **SENSITIVE DATA**

We do not collect any Sensitive Data about you. Sensitive data refers to data that includes details about your race or ethnicity, religious or philosophical beliefs, sex life, sexual orientation, political opinions, trade union membership, information about your health and genetic and biometric data. We do not collect any information about criminal convictions and offenses.

## **MARKETING COMMUNICATIONS**

Our lawful ground of processing your personal data to send you marketing communications is either your consent or our legitimate interests (namely to grow our business).

Under the Privacy and Electronic Communications Regulations, we may send you marketing communications from us if (i) you made a purchase or asked for information from us about our goods or services or (ii) you agreed to receive marketing communications and in each case you have not opted out of receiving such communications since. Under these regulations, if you are a limited company, we may send you marketing emails without your consent. However you can still opt out of receiving marketing emails from us at any time.

You can ask us or third parties to stop sending you marketing messages at any time simply by unsubscribing from emails via the unsubscribe button which can be found at the bottom of each email or by sending [support@carlyadelewellness.com](mailto:support@carlyadelewellness.com) an email with your request to stop receiving emails.

If you opt out of receiving marketing communications this opt-out does not apply to personal data provided as a result of other transactions, such as purchases, warranty registrations etc.

## **DISCLOSURE OF YOUR PERSONAL DATA:**

We may have to share your personal data with the parties set out below:

- Service providers who provide IT and system administration services.
- Professional advisers including lawyers, bankers, auditors and insurers.
- Government bodies that require us to report processing activities.
- 3rd party technology platforms and advertisers that support the running and growth of Carly Adele Wellness, LLC

We require all third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. We only allow such third parties to process your personal data for specified purposes and in accordance with our instructions.

## **HOW DO WE USE YOUR INFORMATION?**

We may use the information we collect from you when you register, purchase products, enter a contest or promotion, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

To personalize your site experience and to allow us to deliver the type of content and product offerings in which you are most interested.

To allow us to better service you in responding to your customer service requests. To quickly process your transactions.

To administer a contest, promotion, survey or other site feature.

If you have opted-in to receive our email newsletter or free ebook reports, we will send you educational and marketing emails.

If you would no longer like to receive promotional email from us, please refer to the “How can you opt-out, remove or modify information you have provided to us?” section below.

If you have not opted-in to receive email newsletters, you will not receive these emails. Visitors who register or participate in other site features such as marketing programs and ‘members-only’ content will be given a choice whether they would like to be on our email list and receive e-mail communications from us.

## **DO WE USE COOKIES?**

As you browse Carly Adele Wellness, LLC and online course sites, advertising cookies will be placed on your computer so that we can understand what you are interested in. Cookies are files with a small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive. To opt out of cookies, find and select the settings tab of your internet browser and click "block third party cookies and site data" or de-select the "accept cookies" box.

## **ORDERING PRODUCTS ON OUR SITE**

We will request information from you on our order forms for purchase of products. To buy from us, you must provide contact information (like name and shipping address) and financial information (like credit card number, expiration date). This information is used for billing purposes and to fill your orders. If we have trouble processing an order, we'll use this information to contact you.

## **HOW DO WE PROTECT VISITOR INFORMATION?**

We implement a variety of security measures to maintain the safety of your personal information. Your personal information is contained behind secured networks and is only accessible by a limited number of persons who have special access rights to such systems, and are required to keep the information confidential. When you place orders or access your personal information, we offer the use of a secure server. All sensitive/credit information you supply is transmitted via Secure Socket Layer (SSL) technology and then encrypted into our databases to be only accessed as stated above.

## **DO WE DISCLOSE THE INFORMATION WE COLLECT TO OUTSIDE PARTIES?**

We do not sell, trade, or otherwise transfer to outside parties your personally identifiable information unless we provide you with advance notice, except as described below. It does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or servicing you, so long as those parties agree to keep this information confidential. We may also release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property, or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

## **HOW CAN YOU OPT-OUT, REMOVE OR MODIFY INFORMATION YOU HAVE PROVIDED TO US?**

To modify your email subscriptions, you can find an unsubscribe link at the bottom of each email. Please note that due to email production schedules you may receive any emails already in production. Please note that we may maintain information about an individual sales transaction in order to service that transaction and for record keeping.

## **THIRD PARTY LINKS**

In an attempt to provide you with increased value, we may include third party links on our site. These linked sites have separate and independent privacy policies. We, therefore, have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these linked sites (including if a specific link does not work).

## **YOUR ACCESS TO AND CONTROL OVER INFORMATION**

You may opt out of any future contacts from us at any time.

You can do the following at any time by contacting us via the email address or phone number given on our websites:

- See what data we have about you, if any.
- Change/correct any data we have about you.
- Have us delete any data we have about you.
- Express any concern you have about our use of your data.

## **CHANGES TO OUR POLICY**

If we decide to change our privacy policy, we will post those changes on this page. Policy changes will apply only to information collected after the date of the change. This policy was last modified on February 05, 2024.

## **ONLINE PRIVACY POLICY**

This privacy policy refers only to information collected through our websites, and does not apply to information collected in person at events, coaching calls or social media.

## YOUR CONSENT

In using our site, you agree to our privacy policy.

## QUESTIONS AND FEEDBACK

We welcome your questions, comments, and concerns about privacy. Please send us any and all feedback pertaining to privacy, or any other issue via email at:

[support@carlyadelewellness.com](mailto:support@carlyadelewellness.com).

## ONLINE PRIVACY POLICY

This privacy policy refers only to information collected through our websites and not to information collected offline.

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# CARLY ADELE WELLNESS, LLC

## TERMS AND CONDITIONS

These Terms of Use for our Websites, Programs, Products and Services state how you may use our Websites, Programs, Products and Services, and Program Materials.

**Please read these Terms of Use carefully.** We reserve the right to change these Terms of Use from time to time without notice to you. By purchasing or using any of our Programs, Products, and Services or Program Materials, now or in the future, you are agreeing immediately upon said purchase to the Terms of Use as they appear, and agree that you are legally bound by them, whether or not you have read them. If, at any time, you do not agree with these Terms of Use, please do not use our Programs, Products and Services or Program Materials.

## WORDS YOU NEED TO UNDERSTAND

“**Agreement**” or “**contract**” means all of: the documents which you and the Company have signed and the Credit Card Authorization Form you have signed.

**“Client”** or **“you”** means any purchaser, client and/or user of any of our Programs, Products and Services, or Program Materials.

**“Company”**, **“we”**, **“us”** or **“me”** means Carly Adele Wellness, LLC doing business as Carly Adele Wellness, LLC.

**“Improper and/or Unauthorized Use”** includes and is not limited to modifying, copying, reproducing, republishing, uploading, posting, transmitting, translating, selling, creating derivative works, exploiting, or distributing in any manner or medium any Program Materials or any other information accessed or purchased through our Programs, Products and Services for your own business or commercial use or in any way that earns you money or that you trade for valuable consideration.

**“Programs, Products and Services”** mean any paid program or service, group course or program including but not limited to a mastermind, e-course, downloadable information product, e-book, or other service or course where we provide content for educational and informational purposes that is not permitted to be reproduced or used in your own business for commercial use or in a way that earns you money. Programs, Products, and Services may be delivered in ways including but not limited to in-person, phone, Zoom, Skype, webinars, Facebook Live Videos, teleseminars, videos, audios, books, e-books, products, social media, blog articles, or otherwise in a variety of settings such as individual coaching sessions, individual consulting sessions, group programs including but not limited to masterminds, classes, workshops, events, retreats, seminars, or trainings.

**“Program Materials”** means any video, audio, printed or written text or work including but not limited to drafts, online or printed documents, or other materials created by us that are provided to you for your educational and informational purposes or through our Programs, Products and Services.

**“Terms of Use”** includes this document and all the standard provisions that form part of every contract we enter into with each purchaser, client and user (including you) of any



of our Programs, Products and Services, as amended from time to time by us in our sole discretion, without notice to you.

“**Website(s)**” means the website(s) maintained by Cally Adele Wellness, LLC at [www.carlyadelewellness.com](http://www.carlyadelewellness.com) and any affiliated and/or subsequent website including the websites for the online courses.

## **HOW YOU MAY USE OUR PROGRAMS, PRODUCTS AND SERVICES AND PROGRAM MATERIALS**

You consent to use our Website, Programs, Products and Services and Program Materials as described in the following paragraphs, which collectively are referred to as the “Terms of Use”.

By purchasing or using any of our Website, Programs, Products and Services and Program Materials, you agree to abide by these Terms of Use and the Contract you have signed, and you acknowledge and agree that you are required to act in accordance with them. Accessing, purchasing or using our Programs, Products and Services and Program Materials, in any manner, constitutes and is evidence of your use of them, and your agreement to be bound by these Terms of Use.

Our Website, Programs, Products and Services and Program Materials are intended solely for persons who are 18 years of age or older. Any registration by, use of, or access to any Programs, Products and Services and Program Materials by anyone who is younger than 18 years of age is unauthorized, unlicensed and violates these Terms of Use. By purchasing or using our Website, Programs, Products and Services and Program Materials, you represent and warrant that you are at least 18 years of age.

## **INTELLECTUAL PROPERTY RIGHTS**

### **Our Limited License to You.**

Our Website, Programs, Products, Services, and Program Materials are our property, and are protected by copyright, trademark, and other intellectual property laws. This means you can only use and access our Programs, Products and Services, and Program Materials in the ways and to the extent we say you can, i.e., as described in greater detail in the following paragraphs.

The content in our Website, Programs, Products, Services, and Program Materials is solely owned by or licensed to us, unless expressly indicated otherwise. This content includes, but is not limited to: the design, layout, look, appearance, graphics of our Programs, Products and Services, and Program Materials or any other material or aspects of materials provided by us to you. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these Terms of Use.

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For those trademarks, taglines, and logos for which you are granted permission to use, the trademark indicia must be included at all times. Any marketing or promotional tools and/or Program, Product and Service titles or any other title or information of ours bearing the trademark symbols (™) or ® may not be used by you for any reason unless you ask us in writing if you may do so, and we answer in writing and state that you may do so.

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## **INFORMATION YOU MUST NOT SHARE WITH OTHERS**

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By participating in our Programs, Products and Services, and using our Website and Program Materials, including on social media, you consent to photographs, videos, audio recordings, transcripts, copy or written or printed text that may contain you, your voice and/or your likeness, and we reserve the right to use them in our sole discretion in

our current or future Programs, Products and Services, or Program Materials and/or our marketing or promotional efforts, without compensation to you at any time, now or at any time in the future.

## **COPYRIGHT**

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## **WARRANTY AND MEDICAL DISCLAIMER**

This Website and the materials and products on this Website are provided “as is” and without warranties of any kind, whether express or implied. To the fullest extent permissible pursuant to applicable law, Carly Adele Wellness, LLC disclaims all warranties, express or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose and non-infringement. Carly Adele Wellness, LLC does not represent or warrant that the functions contained in the Website will be uninterrupted or error-free, that the defects will be corrected, or that this Website or the server that makes the Website available are free of viruses or other harmful components. Carly Adele Wellness, LLC does not make any warranties or representations regarding the use of the materials in this Website in terms of their correctness, accuracy, adequacy, usefulness, timeliness, reliability or otherwise. Some

states do not permit limitations or exclusions on warranties, so the above limitations may not apply to you.

**The Sites Do Not Provide Medical Advice.** The contents of the Carly Adele Wellness, LLC websites, such as text, graphics, images, programs, information obtained from Carly Adele Wellness, LLC, and any other material contained on the Carly Adele Wellness LLC Site (“Content”) are for informational purposes only. The Content is not intended to be a substitute for professional medical advice, diagnosis or treatment. Always seek the advice of your physician or other qualified health provider with any questions you may have regarding a medical condition. Never disregard professional medical advice or delay in seeking it because of something you read on the Carly Adele Wellness, LLC Sites.

## **LIMITATION OF LIABILITY**

Carly Adele Wellness, LLC shall not be liable for any special or consequential damages that result from the use of, or the inability to use, the materials on this Website or the performance of the products, even if Carly Adele Wellness, LLC has been advised of the possibility of such damages. Applicable law may not allow the limitation of exclusion of liability or incidental or consequential damages, so the above limitation or exclusion may not apply to you.

## **FOR EDUCATIONAL AND INFORMATIONAL PURPOSES ONLY**

The information provided in or through this Website is for educational and informational purposes only and solely as a self-help tool for your own use.

## **PERSONAL RESPONSIBILITY**

You aim to accurately represent the information provided to us on or through our Websites. You acknowledge that you are participating voluntarily in using our Websites and that you are solely and personally responsible for your choices, actions and results, now and in the future. You accept full responsibility for the consequences of your use, or non-use, of any information provided on or through these Websites, and you agree to use your own judgment and due diligence before implementing any idea, suggestion or recommendation from our Websites to your life, family or business.

## **CODE OF CONDUCT**

You may not use Carly Adele Wellness, LLC for any illegal or unauthorized purpose. In addition to the laws of the State of Arizona and United States of America, you also agree to comply with all local laws that apply to your use of the Websites. You may not

use the Websites in any manner which could disable, overburden, damage, or impair the Websites, or interfere with any other party's use and enjoyment of the Websites. You agree that you are responsible for your own conduct and communications while using the Websites and for any consequences of that use. You agree that when using the Websites, you will not post or upload any inappropriate, promotional, defamatory, destructive, obscene, or unlawful content; defame, abuse, harass, or otherwise violate the legal rights (such as rights of privacy and publicity) of others or upload dangerous or harmful files. Carly Adele Wellness, LLC reserves the right to remove individuals from our community in instances of misconduct.

## **NO GUARANTEES**

Carly Adele Wellness, LLC is to support and assist you in reaching your own goals, but your success depends primarily on your own effort, motivation, commitment and follow-through. Carly Adele Wellness, LLC cannot predict and does not guarantee that you will attain a particular result, and you accept and understand that results differ for each individual. Each individual's results depend on his or her unique background, dedication, desire, motivation, actions, and numerous other factors. You fully agree that there are no guarantees as to the specific outcome or results you can expect from using the information you receive on or through this Website.

## **PURCHASES AND SUBSCRIPTIONS**

If you wish to purchase any product or service made available through the Website ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your name, phone number, email address, physical address, credit card information and geographic location. Please view our Privacy Policy for more information on how we use your personal information. Some parts of the online courses may be billed on a payment plan basis. You will be billed in advance on a recurring basis as per the payment plan agreement.

## **EARNINGS DISCLAIMER**

Any earnings, income statements or examples of success shown through our Websites are only estimates of what might be possible now or in the future. There can be no assurance as to any particular outcome based on the use of our Websites. You agree that Carly Adele Wellness, LLC is not responsible for the success or failure of your personal or business decisions, the increase or decrease of your finances or income level, or any other result of any kind that you may have as a result of information presented to you through our Website. You are solely responsible for your results.

## **INDEMNIFICATION AND RELEASE OF CLAIMS**

You hereby fully and completely hold harmless, indemnify and release Carly Adele Wellness, LLC and any of its agents, consultants, affiliates, team members, joint venture partners, employees, shareholders, directors, staff, team members, or anyone otherwise affiliated with the business from any and all causes of action, allegations, suits, claims, damages, or demands whatsoever, in law or equity, that may arise in the past, present or future that is in any way related to our Websites.

## **ERRORS AND OMISSIONS**

Although every effort is made to ensure the accuracy of information shared on or through these Websites, the information may inadvertently contain inaccuracies or typographical errors. You agree that Carly Adele Wellness, LLC is not responsible for the views, opinions, or accuracy of facts referenced on or through the Websites, or of those of any other individual or company affiliated with Carly Adele Wellness, LLC in any way. Because scientific, technology and business practices are constantly evolving, you agree that Carly Adele Wellness, LLC is not responsible for the accuracy of our Websites, or for any errors or omissions that may occur.

## **NO ENDORSEMENT**

References or links in our Websites to the information, opinions, advice, programs, products or services of any other individual, business or entity does not constitute our formal endorsement Carly Adele Wellness, LLC and is merely sharing information for your own self-help. Carly Adele Wellness, LLC is not responsible for the Website content, blogs, e-mails, videos, social media, programs, products and/or services of any other person, business or entity that may be linked or referenced in our Websites. Conversely, should our Websites link appear in any other individuals, businesses or entities Websites, program, product or services, it does not constitute our formal endorsement of them, their business or their Website either.

## **AFFILIATES**

From time to time, we may promote, affiliate with, or partner with other individuals or businesses whose programs, products and services align with mine. There may be instances when we promote, market, share or sell programs, products or services for other partners and in exchange we may receive financial compensation or other rewards. Carly Adele Wellness, LLC is highly selective and only promotes the partners whose programs, products and/or services we respect. At the same time, you agree that



any such promotion or marketing does not serve as any form of endorsement whatsoever. You are still required to use your own judgment to determine that any such program, product or service is appropriate for you. You are assuming all risks, and you agree that Carly Adele Wellness, LLC is not liable in any way for any program, product or service that I may promote, market, share or sell on or through our Websites.

## **VARIATION**

Carly Adele Wellness, LLC shall have the right in its absolute discretion at any time and without notice to amend, remove or vary the Services and/or any page of our Websites.

## **COMPLAINTS**

Carly Adele Wellness, LLC offers support to our clients and a complaints handling procedure which we will use to try to resolve disputes when they first arise, with a solution that is mutually agreeable to both the client and Carly Adele Wellness, LLC. Please let us know if you have any complaints or comments at [support@carlyadelewellness.com](mailto:support@carlyadelewellness.com).

## **SEVERABILITY**

If any provision of these Terms is found to be unenforceable or invalid under any applicable law, such unenforceability or invalidity shall not render these Terms unenforceable or invalid as a whole, and such provisions shall be deleted without affecting the remaining provisions herein.

## **ENTIRE AGREEMENT**

These Terms, including any legal notices and disclaimers contained on these Websites, constitute the entire agreement between Carly Adele Wellness, LLC and you in relation to your use of these Websites, and supersede all prior agreements and understandings with respect to the same.

By using our Websites, you are agreeing to all parts of the above Disclaimer. If you have any questions about this Disclaimer, please contact [support@carlyadelewellness.com](mailto:support@carlyadelewellness.com).

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# **CARLY ADELE WELLNESS, LLC**

## **PROGRAM POLICIES**

### **MEDICAL DISCLAIMER**

**DISCLAIMER: THESE WEBSITES AND CONTENT DO NOT PROVIDE MEDICAL ADVICE.**

The information, including but not limited to text, video, audio, graphics, live video or comments ('CONTENT') and any other material contained in on this site are for informational purposes only. No CONTENT published or verbally provided is intended to be a substitute for professional medical advice, diagnosis, or treatment. Always, seek the advice of your medical professional or qualified healthcare provider with any questions you may have regarding a medical condition or treatment and before undertaking a new health care regimen. Never disregard professional medical advice or delay in seeking it because of something you read on this site.

### **NONDISCRIMINATION**

Carly Kindom and Carly Adele Wellness, LLC does not tolerate discrimination and shall not discriminate against any client or participant based on age, appearance, attire, command and/or lack of command of English, color, creed, disability, economic status, education, gender, handicap, intelligence, marital status, national origin, neighborhood, personal preferences, political preferences, primary language, profession, race, religion, residence, second language, social status, speech, or weight.

### **FINANCIAL POLICY**

#### **MONTHLY PAYMENT PLAN POLICY**

If you are on a monthly payment plan, you are required to complete all of your monthly payments regardless of your activity in the online courses. Failure to complete your monthly payments may result in denied access to your content hub. In addition, you will be removed from the program's private Facebook group until your payment status is current. Removal from the Facebook group means you will not have access to join any group coaching calls while in default. 1:1 coaching calls will also be forfeited and canceled until you are current with payments.

## **DECLINED PAYMENT POLICY**

As a client in one or many of our online courses, you are required to complete all of your payments. You have 5 business days from the date of the payment decline to bring your account into good standing. Failure to bring your account into good standing may result in denied access to your content hub and coaching.

## **NO REFUNDS FOR INDIVIDUAL SESSIONS**

There will be no refunds for individual coaching and holistic sessions once they have taken place.

## **REFUND POLICY FOR ONLINE COURSES**

Due to the digital nature and immediate access to the program materials, as well as the personalized nature of the coaching and healing sessions included, all sales are final, and no refunds will be issued after purchase. We are committed to providing you with the highest level of support and resources to ensure your success in the program. By enrolling, you are making a commitment to yourself and your transformation. If you have any questions or concerns about the program before purchasing, please don't hesitate to reach out for clarification.

## **APPOINTMENTS/PAYMENTS**

All 1:1 Client Coaching Sessions included in our online courses must be scheduled and booked in advance through the online booking system link provided to you. There is no payment required at the time of booking since these calls have been paid in advance through the payment of the program. Carly Adele Wellness, LLC accepts all major credit cards (VISA, Mastercard, Discover, AMEX). Payments can also be made through Zelle and Paypal. Personal and business checks are not accepted. Certified checks are an acceptable form of payment; however, clients will not be considered active members of the program and will not receive access to the course material until payment is received in full.

## **1:1 COACHING CALL: CANCELLATION POLICY / NO-SHOW POLICY**

A 24-hour advance notice (from the start time of your session) is required should the client need to cancel the session appointment. If notice is given more than 24-hours in advance of the session start time, Client can reschedule the 1:1 call. If the required notice is not given and the client cancels within the 24-hour timeframe or does not show up for the appointment, the client will forfeit and lose that session. It will not be able to be rescheduled; however, additional 1:1 Coaching Calls can be purchased if needed. Likewise, Carly Adele will also provide a 24-hours' notice should she need to cancel an appointment due to special and/or unforeseen circumstances.

## **RESCHEDULING A 1:1 COACHING CALL APPOINTMENT**

Individuals may reschedule booked sessions up to 24 hours in advance. Simply notify us via email ([carly@carlyadelewellness.com](mailto:carly@carlyadelewellness.com)) or through the online booking platform to find a new time and date. Rescheduling an appointment within 24-hours is considered a cancellation. Client will not receive a refund and will owe payment for the new scheduled appointment.

## **LATE FOR A 1:1 COACHING CALL SESSION**

When booking a session with Carly Adele, the time is allocated exclusively for the client's scheduled session. Late arrivals will result in a shortened appointment so the next client will not be delayed. Please be on time to receive the full allotted time for your session.

## **CUSTOMER SERVICE**

For customer support, customer service issues, or complaints, please email [support@carlyadelewellness.com](mailto:support@carlyadelewellness.com).

## **HOURS OF OPERATION**

Carly Adele Wellness, LLC offers the following hours of operation: Monday - Friday, from 9:00 am to 5:00 PM MST/Arizona time. All client communication will be responded to within one (1) business day or sooner during regular business hours. This includes responses inside of the private online courses Facebook group.

## **ONGOING ACCESS POLICY**

You have ongoing access to the online course's content hub. That means that after your allotted program timeframe is complete, you will retain access to the content hub. After your allotted program timeframe is complete, you will be removed from the program Facebook group and access to group coaching will cease.

NOTE: Any unused 1:1 coaching calls will no longer be available for use after the program timeframe is complete. This means you have 12-weeks from the time you sign up to use them. If you don't use them in that timeframe, you lose them.

## **FRIENDS & FAMILY DISCOUNT POLICY**

If you refer a friend or family member to one of our online courses, you and your friend or family member who joins the course will receive an extra two weeks in the program's private Facebook group which includes access to group coaching. There is no monetary compensation or discount for referrals.

## **CONFIDENTIALITY POLICY**

What happens here, stays here!

Confidentiality is highly valued by my clients and is essential to protecting all involved. All of Carly Adele's client information, communications, observations, and records are kept confidential unless it is required by law to violate confidentiality.

## **ILLEGAL ACTIVITY/ABUSE REPORTING POLICY**

Any information disclosed by the client that reveals illegal activities or suspected illegal activity will be reported to the respective authorities. This includes agencies for the protection of children, women, and the elderly. It also includes the police, district, state, or provincial attorneys, and local, state, or provincial departments of health, education, and welfare. In addition, if there are any threats of suicide or suspicions that any client is being abused or is abusing another, I am legally required to report this person to the local, state, or provincial police or government authority. This includes suspicions of any client being a sexual predator or pedophile. It is the legal obligation of Carly Kindom to report any known or suspected sexual predator or pedophile to the authorities in all 50 states and 10 provinces. It is considered a crime to NOT report it.

## **TESTIMONIAL AND USE OF TESTIMONIAL POLICY**

By submitting the testimonial form, you are agreeing to allow Carly Adele Wellness, LLC to use your testimonial for marketing purposes on all Carly Adele Wellness, LLC websites and social media pages. You agree to allow Carly Adele Wellness, LLC to adjust the testimonial in any way they see fit without your written permission or consent.

## **DISCOUNT POLICY**

Carly Adele Wellness, LLC does not offer discounts unless otherwise advertised during a specific promotional period. If the specific promotional period has ended, no discount will be offered.

## **OTHER STANDARD POLICIES**

### **MISSION STATEMENT**

The primary mission of Carly Adele, Owner of Carly Adele Wellness, LLC, is to coach, demonstrate, educate, empower, explain, instruct, mentor, quiz for knowledge, supervise, teach, test for knowledge, train and tutor my clients to take control of their own life and the lives of their dependent adults, children and pets -- and especially to take full responsibility for diagnosing, prescribing and treating their own health, nutrition

and wellness by using the tools and techniques they will learn from me and other teachers.

The second mission of Carly Adele is to empower my clients to decide which form of exercise, food, food supplements, health, herbs and spices, sound therapy, nutrition, nutritional supplements, stress management, emotional clearing, limiting belief correction and energetic healing will best help them achieve their personal health and wellness goals on all physical, spiritual, mental, and emotional levels.

## **STANDARD OF CARE**

I believe healing is a sacred journey. Whether one's healing journey is mental, spiritual, emotional, physical, or all the above, the first thing clients need is a safe space to feel empowered enough to step into the growth zone. I am dedicated to holding space for them with compassion, understanding, non-judgment, love, & grace. Together, we will walk through this journey.

In the course of my work with clients, I display unconditional positive regard for my clients and a belief in their capacity for change and honoring that each client is an expert on their life, while ensuring that all interactions are respectful and meaningful.

The goal of my sessions is to empower and coach the clients to build the skills they need to take charge of their own health and well-being and provide a support system for the teachings to have a lasting impact. I will coach, educate, instruct, and inspire my clients to make their own decisions about their own health, nutrition, and wellness.

The methods utilized in my sessions and courses include nutrition and fitness education, vibrational sound healing, changing subconscious limiting beliefs and negative thought patterns with Theta Healing, and releasing trapped emotions through emotional release methods.

I focus on the four pillars of life (Lifestyle, Exercise, Attitude, and Nutrition) plus release imbalances and toxins from their emotional, mental, and spiritual levels. Healing these areas brings my clients to ultimate vibrant health so they can live their best life ever!