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CODE OF CONDUCT

You may not use Andrea Sawatzky Coaching for any illegal or unauthorized purpose. In addition to the laws of Ontario and Canada, 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.

Andrea Sawatzky Coaching reserves the right to remove individuals from our community in instances of misconduct.

NO GUARANTEES

Andrea Sawatzky Coaching 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. Andrea Sawatzky Coaching 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 should consult a qualified healthcare provider before making any health-related decisions. 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 these Websites.

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. Payment plans are available upon request, you 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 Andrea Sawatzky Coaching 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.

COMPLAINTS

Andrea Sawatzky Coaching offers support to our clients 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 Andrea Sawatzky Coaching. Please let us know if you have any complaints or comments at andrea@andreasawatzkycoaching.com.

PAYMENT

Payment for online sessions must be made before the scheduled RTT session (at least 24 hours before). Where payment is not received 24 hours before your session, the session will be cancelled and may be offered to someone else. Payment confirms your session.

MONTHLY PAYMENT PLAN POLICY

Monthly payment plans are available upon request. If you are on a monthly payment plan, you are required to complete all of your monthly payments regardless of your activity after therapy sessions.

NO REFUNDS

Sessions are for professional time and expertise and are **not a guarantee of results**. Therefore, no refunds will be given for any session where you have attended and paid for the session.

All professional fees will be disclosed to you prior to booking. My professional fees are subject to review and may increase from time to time. You will always receive confirmation of the professional fees before booking.

TESTIMONIAL AND USE OF TESTIMONIAL POLICY

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

DISCOUNT POLICY

Andrea Sawatzky Coaching does not offer discounts unless otherwise advertised during a specific promotional period. If the specific promotional period has ended, no discount will be offered.

WARRANTY & MEDICAL DISCLAIMER

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may not apply to you.

HOURS OF OPERATION

Contact between sessions is available via email Monday – Friday, 9am–5pm EST. Messages outside these hours will be responded to within 1-2 business days or sooner.

CONFIDENTIALITY POLICY

The Parties acknowledge that during the Term, certain confidential information may be disclosed to the other Party, either orally or in writing. For the purpose of this Agreement, “Confidential Information” means information that is of value and is treated as confidential and proprietary by its owner, and includes, but is not limited to, health history, business records, financial data, marketing strategies, advertising campaigns, inventions, client lists, personal data, software, operation manuals, social media account metrics, passwords, intellectual property, trade secrets and the contents of this Agreement (“Confidential Information”). Client and Practitioner each agree not to disclose to any other person or entity or make use of the confidential information without the express written consent of the other, except to the extent that such disclosure is necessary to carry out their duties under this Agreement or as required by law. At the end of the Term or early cancellation of this Agreement, each Party will return all Confidential Information to the other, and will remain bound by their duty of confidentiality to the other.