



# Legal & Client Document Bundle

Prepared for Giselle Bonilla

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## Privacy Policy

Last updated: March 12, 2026

Your privacy is important to us. This Privacy Policy explains how information is collected, used, and protected when you visit this website or engage in services provided by Giselle Bonilla and Holistic Wellbeing Counseling.

### Information We Collect

We may collect the following information:

- Name
- Email address
- Phone number
- Billing and payment information
- Information voluntarily shared through booking forms, email communication, or newsletter sign-ups

This information may be collected when you:

- book a session
- purchase products
- subscribe to newsletters
- contact us through the website

## How Your Information Is Used

Your information may be used to:

- schedule and provide services
- process payments
- communicate regarding sessions or events
- send updates, newsletters, or offerings
- improve website functionality and services

We do **not sell, rent, or trade personal information** to third parties.

## Data Protection

Reasonable security measures are implemented to protect your personal information. However, no digital transmission can be guaranteed to be completely secure.

## Third-Party Services

Payments, email marketing platforms, and booking systems may process information through secure third-party services.

## Your Rights

You may request to:

- review your personal data
- update incorrect information
- request deletion of your information

Requests can be sent to:

[holisticwellbeing.c@gmail.com](mailto:holisticwellbeing.c@gmail.com)

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## Terms & Conditions

By accessing this website or participating in services offered by Giselle Bonilla, you agree to the following terms.

## **Website Use**

This website is intended for informational and educational purposes related to holistic wellness, spiritual practices, and personal development.

Users agree not to:

- misuse website content
- reproduce materials without permission
- engage in unlawful activity

## **Intellectual Property**

All content including text, teachings, graphics, and materials are the intellectual property of Giselle Bonilla unless otherwise noted.

Content may not be reproduced or distributed without written permission.

## **Services**

Services offered may include:

- holistic counseling sessions
- sound healing sessions
- group gatherings
- workshops or retreats
- herbal products

Participation in services is voluntary.

## **Payments**

Payment is required to secure appointments or bookings unless otherwise agreed.

## **Limitation of Liability**

By participating in services or using the website, you acknowledge that you are responsible for your own physical, emotional, and spiritual wellbeing.

Giselle Bonilla shall not be liable for damages arising from participation in services, use of products, or reliance on information provided.

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# Medical Disclaimer

The information, services, and products provided by Giselle Bonilla and Holistic Wellbeing Counseling are intended for educational and spiritual wellness purposes only.

They are **not intended to replace medical advice, diagnosis, or treatment** from a licensed healthcare provider.

Services may incorporate holistic practices including but not limited to:

- meditation
- sound healing
- energy work
- mindfulness practices
- herbal traditions
- spiritual reflection

These practices are complementary wellness approaches.

Participants should consult with a licensed physician or qualified healthcare professional regarding medical concerns.

If you are experiencing a medical or mental health emergency, please contact emergency services.

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## Refund Policy

We deeply appreciate your trust and support.

If you are not satisfied with a purchase, refund requests may be submitted within **14 days of receiving the order**.

### Eligibility

Items must:

- be unused
- be in original condition
- include proof of purchase

## Non-Refundable Items

The following items are not eligible for refunds:

- discounted or final sale items
- perishable goods (teas, herbs, food products)
- opened or used products
- custom ceremonial items

## Refund Process

To request a refund please email:

holisticwellbeing.c@gmail.com

Include:

- order number
- item requested for refund
- reason for request
- photos if applicable

Requests are reviewed within **14 business days**.

Approved refunds may take **7-14 business days** to appear depending on banking institutions.

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## Client Agreement – One-on-One Counsel

These sessions are offered as a supportive space for personal growth, self-reflection, and holistic wellbeing.

Sessions may incorporate elements inspired by:

- mindfulness
- nervous system education
- expressive arts
- somatic awareness
- meditation
- sound healing
- energy work
- ancestral or cultural healing practices

Each session is adapted to the individual participant with respect for consent, personal boundaries, and pacing.

## **Scope of Practice**

Holistic sessions are **not psychotherapy, psychological counseling, or medical treatment** unless explicitly provided under a licensed professional scope.

Services are intended to support wellness, self-awareness, and personal exploration.

## **Client Responsibility**

Clients agree to take responsibility for their physical, emotional, and mental wellbeing.

Clients may decline any practice offered during sessions.

## **Confidentiality**

Information shared during sessions is treated with care and confidentiality, except where disclosure is required by law.

## **Session Fees**

Standard session: \$150

Ceremonial session: \$200

Ceremonial sessions may include herbal preparations, candles, or ritual items offered as supportive tools.

## **Cancellation Policy**

24 hours notice is required for cancellations or rescheduling.

Late cancellations may incur a 50% session fee.

Missed appointments without notice may be charged in full.

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# Sound Bath & Group Event Participation Agreement

Sound bath sessions are immersive meditative experiences involving resonant instruments such as crystal singing bowls and handpan.

Participants rest comfortably while sound vibrations support relaxation and reflection.

## Health Considerations

Participants who are pregnant, have epilepsy, severe sound sensitivity, or implanted medical devices should consult a healthcare professional before participating.

Participation is voluntary.

## Liability Waiver

By attending a session or event, participants acknowledge they assume responsibility for their own wellbeing.

Giselle Bonilla is not liable for injury, reactions, or outcomes associated with participation.

## Booking & Deposits

Group bookings require a **50% deposit** to secure the event date.

Deposits are non-refundable but may be transferred if rescheduling occurs with sufficient notice.

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## Contact

Giselle Bonilla

Website: [www.giselle-bonilla.com](http://www.giselle-bonilla.com)

Email: [holisticwellbeing.c@gmail.com](mailto:holisticwellbeing.c@gmail.com)