

Terms of Service

Holistic Well-being Solutions Ltd

Last updated: 21 December 2025

1. Introduction

These Terms of Service (“Terms”) govern your access to and use of the website and services provided by **Holistic Well-being Solutions Ltd** (“HWS”, “we”, “us”, or “our”).

By accessing our website, booking services, or participating in any programme, you agree to be bound by these Terms. If you do not agree to these Terms, you must not use our website or services.

These Terms should be read alongside our **Privacy & Cookie Policy**, which explains how we collect and process personal data.

2. About Us

Holistic Well-being Solutions Ltd

Registered Address: 86 Greencroft Road, London, TW5 0BH, United Kingdom

Email: admin@holisticwell-beingsolutions.com

3. Scope of Services

HWS provides well-being and mental health support services, including but not limited to:

- Mental health and wellbeing support programmes
- Wellness programmes
- Mindfulness sessions
- Workshops and retreats
- Individual, group, in-person, virtual, and hybrid sessions

Our services are supportive and educational in nature and are **not clinical healthcare services**.

4. Eligibility

Our services are intended for individuals aged **18 years and over**.

By using our services, you confirm that you meet this requirement and that the information you provide during registration or assessment is accurate and complete.

5. Booking, Communications, and Cancellations

Bookings for consultations, programmes, or services are subject to availability.

We may communicate with you regarding bookings, appointments, reminders, programme information, and related materials using your preferred method of communication, such as telephone, email, or SMS, where appropriate and with your consent.

Cancellation, rescheduling, and refund terms (if applicable) will be communicated to you at the time of booking or as part of programme-specific documentation.

6. Health Information and Participant Responsibilities

Participants are required to disclose, accurately and thoroughly, any relevant long-term physical or mental health conditions, including any history of inpatient mental health care, as part of the assessment process.

You are responsible for ensuring that all information provided to HWS is accurate and kept up to date.

7. Confidentiality Obligations

All participants are required to enter into a confidentiality agreement prior to commencing any programme or service offered by HWS.

Participants must maintain the confidentiality of personal information and experiences shared during individual sessions, group sessions, retreats (including indoor and outdoor programmes), and online services.

Compliance with confidentiality obligations is mandatory. Breaches of confidentiality may result in suspension or termination of participation, without prejudice to any other rights or remedies available to HWS.

Online sessions are delivered using video communication platforms, subject to data protection and confidentiality requirements consistent with applicable UK standards.

8. International Participants and Emergency Information

Participants accessing services from outside the United Kingdom are required to provide accurate local emergency contact details and relevant crisis or support helpline information as part of the assessment process.

This information is necessary to enable appropriate safeguarding and emergency response where required.

9. Medical Disclaimer

HWS provides only well-being and mental health support services. Our services do **not** constitute medical, psychiatric, or psychological diagnosis or treatment and are **not a substitute for professional medical advice, diagnosis, or care**.

You should seek appropriate professional or emergency assistance where required.

10. Emergency and Crisis Support

Holistic Well-being Solutions Ltd is **not an emergency or crisis service**.

If you are in immediate danger or require urgent assistance, please contact emergency services immediately by calling **999** or **NHS 111**.

For mental health crisis support in the UK:

- **Samaritans:** 116 123
- **SHOUT:** Text SHOUT to 85258
- **PAPYRUS:** 0800 068 4141

International participants should contact local emergency services or crisis support providers in their country of residence.

11. Limitation of Liability

To the fullest extent permitted by law, HWS shall not be liable for any loss, injury, or adverse outcome arising from participation in its services where such outcomes are beyond its reasonable control.

Nothing in these Terms excludes or limits liability where it would be unlawful to do so.

12. Intellectual Property

All content on our website and materials provided as part of our services, including text, logos, graphics, and programme materials, are the property of HWS or its licensors and may not be reproduced, distributed, or used without prior written consent.

13. Termination

We reserve the right to suspend or terminate access to our services where these Terms are breached, where participant behaviour poses a risk to others, or where required for legal or safeguarding reasons.

14. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of **England and Wales**. Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

15. Changes to These Terms

We may update these Terms from time to time. The most current version will always be available on our website and will indicate the date of the latest update.

16. Contact Us

If you have any questions about these Terms, please contact us at:
admin@holisticwell-beingsolutions.com