

Informed *Consent*

Please read this carefully before beginning — it explains the nature of this work, what it is and isn't, and how your information is cared for.

1 • Nature of Services

The Inner Smile offers Emotional Wellbeing Coaching through an integrative approach drawing upon psychology-informed counselling skills, psychotherapy-informed approaches, Emotional Freedom Technique (EFT), Reiki, and reflective insights inspired by the Bhagavad Gita.

This work is intended to support emotional awareness, stress management, personal growth, and inner alignment through a holistic mind–body–inner awareness approach. These services are supportive and complementary in nature and do not constitute medical advice, assistance or treatment.

2 • Scope of Practice

Services are offered in the capacity of an Emotional Wellness Coach. Sessions do not include or constitute:

- Diagnosis of mental health disorders
- Psychiatric treatment
- Medical advice or treatment
- Licensed clinical psychological services

These sessions are not a substitute for medical, psychiatric, or emergency mental health care. Clients currently under the care of a physician, psychiatrist, or other mental health professional are encouraged to continue that care as appropriate.

3 • Suitability & Crisis Limitations

This practice is intended for adults (18+) seeking emotional wellbeing support. These services are not appropriate for crisis intervention or severe psychiatric conditions requiring immediate clinical care. In a mental health or medical emergency, please contact emergency services (112) or appropriate crisis support immediately.

4 • Confidentiality

Information shared in sessions is treated as confidential except where there is serious risk of harm to self or others, or where disclosure is required by law. Where feasible, this would be discussed with you first. Sessions may not be recorded by either party without prior mutual written agreement.

5 • Session Structure & Fees

Sessions are conducted online — a Discovery Call (15 minutes), Individual Sessions (60 minutes), and extended sessions where agreed in advance. Fees, packages, and payment terms are communicated at the time of booking and are payable in advance.

6 • Cancellation & Rescheduling

A minimum of 24 hours' notice is requested for cancellations or rescheduling. Sessions cancelled with less than 24 hours' notice, or missed without notice, may be charged in full. Exceptions may be considered in genuine emergencies at practitioner discretion.

7 • Client Participation

Coaching is a collaborative process — meaningful outcomes depend in part upon your participation, openness, and engagement. No specific outcomes can be guaranteed.

8 • Data Privacy

Personal information shared through intake forms, email, and sessions is kept confidential and stored securely for practice-related purposes only, for a period of three years after sessions expire. Information is not shared with third parties except where legally required. You may request access to or correction of your personal information.

9 • Voluntary Participation

Participation is entirely voluntary and may be discontinued at any time by informing the practitioner. Refund and package terms remain subject to booking policies.

10 • Consent & Jurisdiction

By proceeding, you confirm you have read and understood this document, understand the nature and limits of the services, and voluntarily agree to participate. Any disputes shall be governed by the laws of India, subject to the exclusive jurisdiction of the courts at New Delhi, India.