

Terms and Conditions

Effective Date: 3/28/2025

Business Name: Client-Minds LLC

Business Location: Canton, Ohio, United States

1. Services

Client-minds offers professional coaching services through one-on-one sessions, available in both hourly and package formats. Coaching is delivered via virtual meetings, phone calls, or in person as agreed upon.

2. Payment Terms

Clients may pay in full or through a monthly payment plan. All payments are to be made using accepted methods outlined by Client-minds. Payment plans must be honored once initiated, regardless of service utilization, unless otherwise covered in the Cancellation Policy below.

3. Cancellation & Refund Policy

Client-initiated cancellations of coaching packages require written notice at least 30 days in advance of the scheduled session or package start date. Notice must be sent via email to caleb@client-minds.com.

If a client provides at least 30 days' written notice, a partial refund may be issued based on the following:

Prepaid packages: Refunds will be prorated based on unused sessions, minus a 25% cancellation fee to cover administrative and scheduling costs.

Monthly payment plans: Future payments may be canceled if the 30-day notice is honored.

However, past payments are non-refundable.

If less than 30 days' notice is provided, Client-minds reserves the right to retain 75% of any payments made to date.

No-shows or failure to attend a scheduled session without at least 24 hours' notice will result in forfeiture of that session and any associated payment.

4. Rescheduling Policy

Individual sessions may be rescheduled with a minimum of 24 hours' notice.

Package sessions not rescheduled or canceled within this window will be considered forfeited and are non-refundable.

For individual sessions, if not rescheduled or canceled within this window:

The first occurrence will not be charged the full amount.

Subsequent occurrences from the same client will result in a 50% payment invoice, due at the time the session was originally scheduled.

5. Coaching Disclaimer

Coaching is not therapy, legal advice, or financial advising. It is a collaborative process focused on growth, clarity, and achieving personal or professional goals. Client-Minds LLC and the coaches are not medical doctors, licensed therapists, counselors or psychologists. They are not trained to diagnose psychological or medical problems and cannot and will not prescribe medications of any kind. If issues arise that need treated by or handled by a licensed professional, Client-Minds LLC has the right to stop coaching sessions and is legally and ethically obligated to refer the Client to said professional. Clients are responsible for their own decisions and results during and after coaching.

6. Confidentiality

All information shared during coaching is kept confidential and will only be disclosed with written consent from client consent or as required by law.

7. Limitation of Liability

Client-minds is not liable for any indirect, incidental, or consequential damages arising from the use of its coaching services. Total liability shall not exceed the amount paid by the client for services rendered.

8. Governing Law

These Terms are governed by the laws of the State of Ohio. Any disputes will be resolved in the applicable courts located within the state.

9. Changes to Terms

Client-minds, LLC reserves the right to update these Terms at any time. Changes should they happen will be communicated on the site and required to be read prior to continuing to access the site. If changes happen while a client is under contract they will be given a 30-day notice sent via email to the account they have on file and required to sign upon receiving those changes that they have read, understand, and agree to said changes.