

Terms and Conditions

Last updated: 12/18/2025

Welcome to **Pheonix Wellness Collective** (“Company,” “we,” “our,” or “us”). These Terms and Conditions (“Terms”) govern your use of our website www.pheonixwellnessco.com, including any content, features, products, or services offered through it (collectively, the “Services”).

By accessing or using our Services, you agree to comply with and be bound by these Terms. If you do not agree, please do not use our website or services.

1. Purpose and Scope

This website provides information, educational resources, and access to professional therapy or coaching services offered by **Pheonix Wellness Collective**

Nothing on this site is intended to substitute professional diagnosis, therapy, or medical treatment unless otherwise explicitly stated in your signed service agreement.

2. Professional Services Disclaimer

- **Licensed Practice:** Therapy services are provided only to clients located in states or regions where **Sheree Washington** is licensed to practice.
- **Coaching or Consulting:** Coaching or educational services provided via courses, downloads, or group sessions are **not** mental health treatment and should not be considered therapy.
- **Emergency Situations:** If you are experiencing a crisis, please call 911 or go to your nearest emergency room. Our practice does **not** provide emergency services.

3. Appointments and Payments

- **Session Fees:** Fees for therapy, coaching, or consultation services will be outlined at the time of booking or in your client agreement.

- **Payment Terms:** Payment is due [**before/at the time of service/upon invoice within X days**], unless otherwise agreed.
- **Missed or Late Appointments:** Sessions canceled with less than [**24/48**] hours' notice may be charged the full session fee. Repeated no-shows may result in termination of services.

4. Refunds and Returns

- **Therapy Sessions:** Due to the time and preparation involved, **therapy or coaching session fees are non-refundable** once a session has been completed.
- **Workshops and Events:** Cancellations made at least [**30**] days before the event may be eligible for a partial refund or transfer credit.

5. Cancellations and Rescheduling

You may cancel or reschedule appointments by contacting us at least [**24/48**] hours before your scheduled session.

- Appointments canceled with less than the required notice will be charged the **full session fee**.
- Emergencies will be handled on a case-by-case basis.
- Repeated cancellations may result in discontinuation of services.

6. Delivery and Service Timelines

- **In-Person Sessions:** Conducted virtually at the scheduled appointment time.
- **Virtual Sessions:** Conducted via [**telehealth platform, e.g., SimplePractice, Zoom,**

Doxy.me. You'll receive a secure link [**X minutes/hours**] before your session.

- **Digital Products:** Delivered instantly via download link or email confirmation after payment is processed.
If you do not receive your digital purchase within [**24 hours**], contact [**support email**] for assistance.

7. Confidentiality and Privacy

We are committed to protecting your privacy. All client information is kept confidential according to **HIPAA** and state laws, except when disclosure is required by law (e.g., risk of harm, court order, or child abuse).

8. Intellectual Property

All content on this website — including text, images, videos, and downloadable materials — is the intellectual property of **Pheonix Wellness Collective** and is protected by copyright law. You may not reproduce, distribute, or modify any materials without written permission.

9. Limitation of Liability

By using our website or services, you acknowledge that:

- Outcomes from therapy, coaching, or educational products cannot be guaranteed.
- We are not liable for any direct, indirect, incidental, or consequential damages arising from your use of our Services or website content.

10. Third-Party Links

Our website may contain links to third-party websites. We do not endorse, control, or assume responsibility for their content, privacy practices, or services.

11. Termination of Services

We reserve the right to terminate or refuse services if:

- A client repeatedly violates cancellation policies.
- There is non-payment of fees.
- There are ethical or safety concerns.

12. Governing Law

These Terms shall be governed by and construed according to the laws of the State of **Florida**, without regard to conflict of law principles.

13. Updates to These Terms

We may update these Terms from time to time. Updates will be posted on this page with a revised “Last Updated” date.

Your continued use of our website after changes means you accept the updated Terms.

14. Contact Us

If you have questions about these Terms and Conditions, please contact:

Phoenix Wellness Collective