

# *Seven Rivers Wellness<sup>TM</sup> 1-to-1 Coaching Programme Terms and Conditions*

*Your guide to understanding our 1-to-1 Coaching programme. Please review these terms carefully before enrolling.*

## *What You Receive*

Your 1-to-1 Coaching enrolment includes the following structured weekly support, drawn from the broad range of modalities across the Seven Streams (breathwork, movement, pressure point therapy, meditation, functional wellness, nervous system regulation, and community and accountability).

- A focused weekly 20 to 30 minute live call with your practitioner, scheduled at a mutually agreed time.
- A weekly check-in form, completed by you and reviewed by your practitioner ahead of each call.
- A written weekly plan of action, as required tailored to your current focus.
- PDF resources released as your work calls for them, typically covering a minimum of 1 week of focus at a time.
- A personalised protocol designed around your circumstances and progress.

Your practitioner will be Matt, Sandra, or both, depending on the focus of your work. Where the work calls for it, you may be supported by both practitioners across the course of your enrolment.

## *Payment and Pricing*

Payment is taken monthly in advance through our secure Stripe processing system. We accept all major credit and debit cards. All prices are in euros. No VAT applies.

The headline rate is €299 per month on a rolling basis. Multi-month commitments are discounted, with the saving stated transparently:

- Monthly rolling: €299 per month.
- 3 month commitment: €285 per month, €855 total.
- 6 month commitment: €275 per month, €1,650 total.
- 9 month commitment: €265 per month, €2,385 total.
- 12 month commitment: €255 per month, €3,060 total.

Your monthly rate is locked in for the duration of your chosen commitment, regardless of any future price changes. Payment is collected on the same date each month, beginning on the date of your first scheduled call.

## *Commitment Periods and Cancellation*

### *Monthly rolling clients*

You may cancel at any time by giving 30 days written notice via email to [info@sevenrivers-wellness.com](mailto:info@sevenrivers-wellness.com). Calls and resources continue through the notice period. No further payments are taken after the notice period ends.

### *Commitment clients (3, 6, 9, or 12 months)*

By selecting a commitment length, you agree to the full term at the discounted monthly rate. The commitment runs from the date of your first scheduled call. Monthly payments are collected for the full duration of the term.

At the end of your commitment, your enrolment moves to monthly rolling at the prevailing rate unless you choose to renew at a new commitment length or graduate from the programme. We hold an open renewal conversation in the final month of your term, with continuation, renewal, or graduation all genuinely on the table.

### *Exceptional circumstances*

In rare cases of serious personal circumstance, such as significant illness, bereavement, or major life change, we may pause or end a commitment early at our discretion. Contact [info@sevenrivers-wellness.com](mailto:info@sevenrivers-wellness.com) to discuss your situation. We will respond with care and find a workable way forward.

## *EU Consumer Rights and Cooling-Off Period*

You have the right to a 14 day cooling-off period from the date of enrolment, in line with EU Consumer Rights legislation.

If you would like your work to begin during this 14 day window, you expressly request immediate commencement of the service. You remain entitled to a pro-rata refund for the portion of the service not yet performed should you change your mind within the period. Once the service has been fully delivered for the period, the right to a refund no longer applies.

If your first scheduled call falls more than 14 days after enrolment, your full cooling-off rights apply until that first call takes place.

## *Calls, Rescheduling, and Missed Sessions*

Calls are scheduled in advance and held via WhatsApp or video conferencing.

If you need to reschedule a call, please give at least 24 hours notice. We will always endeavour to offer an alternative time within the same week or the following week wherever possible.

Calls cancelled with less than 24 hours notice, or missed without notice, are not refunded or rescheduled. The weekly plan of action and PDF resources continue to be released as scheduled, so the structure and momentum of your work are preserved.

If we need to reschedule a call, we will offer an alternative time of equivalent length within the same week, or extend your enrolment by an additional week, whichever you prefer.

## *Your Usage Rights and Restrictions*

### *What you can do*

- Use your weekly plans and all programme resources for your personal practice.
- Download PDF resources for offline use.
- Reference your materials throughout your enrolment and after it ends.

### *What you cannot do*

- Share login credentials or personal resources with anyone else.
- Reproduce, redistribute, or publish materials commercially.
- Remove copyright notices.
- Record live calls without written permission from your practitioner.

All content is protected by copyright law. We actively enforce intellectual property rights through legal measures including cease and desist notices, Copyright Directive and GDPR takedowns, and pursuing damages where necessary.

## *Confidentiality*

What is shared inside your calls and check-in forms is held in confidence by your practitioner. Practice notes may be kept to inform the continuity of your work and the quality of the support we provide. No personal information is shared with third parties without your express consent.

The only exceptions are where we are legally required to disclose information, or where there is a reasonable concern about immediate risk to your safety or the safety of others.

## *Support Between Calls*

Email support is available between calls for brief technique clarification, scheduling, and administrative questions. Send these to [info@sevenrivers-wellness.com](mailto:info@sevenrivers-wellness.com). We respond within 24 to 48 hours during business days (Monday to Friday).

Email support does not include personalised health protocols, extensive between-call coaching, or emergency support. Substantive coaching and personalised work take place within your scheduled weekly call.

## *Important Disclaimers*

### *Individual results vary*

While many clients experience meaningful changes in nervous system regulation, sleep quality, energy, and overall wellbeing, we cannot guarantee specific outcomes. Your results depend on your consistency, your individual circumstances, and factors beyond our control.

### *Assumption of risk*

You participate voluntarily and assume responsibility for your wellbeing. Discontinue any practice causing discomfort. Consult your healthcare provider regarding medical concerns or pre-existing conditions.

### *Limitation of liability*

Seven Rivers Wellness is not liable for any direct, indirect, or consequential damages arising from programme participation. Our maximum liability shall not exceed the total amount paid by you to Seven Rivers Wellness for the programme.

## *Medical Disclaimer and Health Information*

The 1-to-1 Coaching programme provides educational information and personalised guidance in nervous system regulation, breathwork, movement, pressure point therapy, meditation, and self-care practices. This content is not intended as, and should not be considered, medical advice, diagnosis, or treatment.

### *Consult your healthcare provider*

Before beginning this programme, consult with your healthcare provider if you:

- Are pregnant or planning to become pregnant.
- Have any cardiovascular conditions.
- Experience respiratory conditions including asthma or COPD.
- Have been diagnosed with anxiety disorders, panic disorder, or PTSD.
- Are managing any mental health conditions.
- Have recent injuries or chronic pain conditions.
- Are taking medication that affects breathing, heart rate, or blood pressure.
- Have any other medical conditions or health concerns.

Holistic therapy works alongside conventional care, including any prescribed medication such as menopausal medication. We do not ask clients to stop or reduce any prescribed treatment.

### *Our scope of practice*

Matt Dunham holds qualifications in acupuncture, reiki, and Oxygen Advantage breathwork.

Sandra Dunham is qualified in reflexology, breathwork (Oxygen Advantage, Buteyko, and Aria Breath), and yoga.

We provide instruction in nervous system regulation techniques within our scope of practice. We do not diagnose, treat, or cure medical conditions. This programme does not replace medical care or therapeutic treatment.

## *Your responsibility*

You are responsible for your own health and safety. Stop any practice immediately if you experience:

- Dizziness or light-headedness.
- Chest pain or breathing difficulties.
- Severe discomfort or pain.
- Any unusual symptoms.

If you experience a medical emergency, contact emergency services immediately. Do not use programme materials as a substitute for urgent medical attention.

## *Your Privacy and Data Rights*

We collect your name, email address, contact details, weekly check-in form responses, session notes, and usage data to deliver the programme and improve our service. Payment information is processed securely via Stripe. We never store payment details.

Under GDPR, you have the right to:

- Access your data: request a copy of personal information we hold.
- Correct your data: update or correct any inaccurate information.
- Erasure: request deletion under the right to be forgotten.
- Control processing: restrict, object, or withdraw consent at any time.

We never sell or share your information with third parties.

Contact [info@sevenrivers-wellness.com](mailto:info@sevenrivers-wellness.com) to exercise your GDPR rights. Our full Privacy Policy is available at [sevenrivers-wellness.com](https://sevenrivers-wellness.com).

## *Agreement and Contact*

By completing your enrolment, you confirm:

- You have read and agree to these Terms and Conditions, our Privacy Policy, and Medical Disclaimer.
- You understand the structure, pricing, and commitment terms of your chosen plan.
- You are over 18 and legally able to enter this agreement.

These terms are governed by the laws of the Republic of Ireland. We may modify terms with 30 days written notice via email.