

## Terms and Conditions for solaceshelter.com

1. **Acceptance of Terms:** By accessing or using this website, you agree to be bound by these terms and conditions. If you disagree, please do not use the website.
2. **Services Provided:** Our platform provides mental health services, including counselling, therapy, and resources. These services are not a substitute for medical advice, diagnosis, or treatment.
3. **User Eligibility:** You must be at least 18 years old to use our services unless consent is provided by a parent or legal guardian. Users are required to provide accurate and complete information when creating an account.
4. **Confidentiality and Privacy:** Our Privacy Policy handles all user data. Information shared during therapy or counselling sessions is confidential, except where disclosure is required by law (e.g., risk of harm, abuse, or legal compliance).
5. **Limitations of Service:** We do not provide emergency or crisis services. In case of an emergency, please contact your local emergency number or crisis hotline. Our services are intended for informational and support purposes only and do not replace face-to-face therapy or medical treatment.
6. **Payment and No Refund Policy:**
  - a. Fees for services must be paid in advance.
  - b. No refunds will be issued once payment has been made.
  - c. We encourage users to carefully consider their decision before purchasing any services.
7. **User Conduct:**
  - a. Users must not engage in abusive, threatening, or inappropriate behaviour towards therapists, staff, or other users.
  - b. Misuse of the platform, including spamming or illegal activity, is prohibited.
8. **Intellectual Property:**
  - a. All content on the website, including text, graphics, logos, and videos, is the property of solaceshelter.com or its licensors.
  - b. Users may not copy, modify, or distribute content without explicit permission.
9. **Third-Party Links and Services:** Our website may include links to third-party websites. We are not responsible for the content, policies, or practices of these external sites.
10. **Termination of Services:**
  - a. We reserve the right to terminate or suspend user accounts if these terms are violated.
  - b. Termination may also occur due to non-payment or misuse of the platform.
11. **Disclaimer of Warranties:**
  - a. Our services are provided "as is" without any warranties, express or implied.
  - b. We do not guarantee the accuracy, completeness, or reliability of information on the website.
12. **Limitation of Liability:**
  - a. Solaceshelter.com is not liable for any direct, indirect, incidental, or consequential damages arising from the use of our platform.
  - b. This includes loss of data, revenue, or emotional distress caused by reliance on our services.
13. **Indemnification:** Users agree to indemnify and hold solaceshelter.com harmless from claims, damages, or expenses arising from their use of the website.
14. **Changes to Terms:**
  - a. We reserve the right to update these terms at any time.

- b.** Users will be notified of significant changes, and continued use of the website implies acceptance.

**15. Governing Law:**

- a.** These terms are governed by the laws of India.
- b.** Any disputes will be resolved in the courts.

**16. Contact Information:** For questions or concerns regarding these terms, please contact us at:

- a.** Email:
- b.** Phone: +91 8766317755