

Terms & Conditions

Welcome to Mindswell Therapy. Please review the following terms and conditions carefully. By booking any service with us, you confirm that you understand and agree to the policies outlined below.

Counselling and Psychotherapy Sessions

Walk-and-Talk and Online Therapy.

- All sessions must be booked in advance.
- A **\$65 non-refundable booking fee** is required at the time of booking. This amount will be deducted from your total session fee.
- **The remaining balance is due at the time of your appointment.**
- Sessions may be rescheduled up to 24 hours before the scheduled time. The \$65 booking fee will be transferred to the new appointment.
- Cancellations made less than 24 hours in advance will result in forfeiture of the \$65 booking fee.
- **No-shows will be charged the full session fee of \$160.**
- To cancel or reschedule, please follow the instructions in your confirmation email or contact us directly on 0498 527 427.

Workshops

- All workshops are arranged by enquiry and customised in consultation.
- A **20% non-refundable deposit** is required to secure your booking.
- The remaining balance must be **paid no later than 14 days before** the workshop date.
- Cancellations made **more than 7 days prior** to the workshop will receive a refund of any balance paid (excluding the deposit).
- Cancellations made **within 7 days of the workshop** are **non-refundable**.
- Mindswell Therapy reserves the right to reschedule or cancel workshops due to unforeseen circumstances. In this case, you may choose a **full refund (including deposit)** or a **credit toward a future workshop**.

Group Programs (Surf Therapy, Golf Therapy, and Other Programs)

- Group programs are delivered in fixed-term packages (e.g., 6-week blocks).
- A **20% non-refundable deposit** is required to secure your place.
- The remaining balance must be paid **no later than 7 days before** the program start date, unless a payment plan has been arranged.
- **All sessions must be used within the program dates.** Missed sessions cannot be refunded, credited, or rescheduled.

- If you cancel **more than 14 days before** the program start date, any balance paid (excluding the deposit) will be refunded.
- If you cancel **between 14 and 7 days before** the program start date, you will receive a **50% refund of the total program fee (excluding the deposit)**.
- Cancellations made **within 7 days of the program start date are non-refundable**.

Weather and Environmental Conditions - Group Programs

- Programs may be adjusted, rescheduled, or relocated due to weather, surf conditions, or other environmental factors. Safety is the first priority.
- If a session is cancelled by Mindswell Therapy (e.g., unsafe ocean conditions), an alternative session or credit will be offered.

Assumption of Risk and Liability - Group Programs

- Participation in surf therapy, golf therapy, and other outdoor or movement-based programs involves inherent risks. By booking, you acknowledge and voluntarily accept these risks.
- Mindswell Therapy, its facilitators, and contractors will take all reasonable care to provide a safe environment. However, we are **not liable for personal injury, illness, loss, damage to property, or death** that may occur during your participation, except where required by law.
- **Clients must disclose any relevant medical conditions, injuries, or physical limitations prior to commencing the program.**
- Participants are responsible for following safety instructions provided by Mindswell Therapy facilitators, contractors, surf schools, or golf professionals.
- Any equipment hired (e.g., surfboards, golf equipment/buggy) is the responsibility of the client, and damage or loss must be covered by the client directly.

Retreats

- A **20% non-refundable deposit** is required to secure your booking.
- **Full payment is due 6 weeks prior** to the retreat start date.
- **Payment plans** are available on request but must be **finalised no later than 6 weeks before** the retreat start date.
- Cancellations made **more than 60 days before** the retreat start date will receive a refund of any balance paid (excluding the non-refundable deposit).
- Cancellations made **between 30 and 60 days before** the retreat start date will receive a **50% refund of the total retreat fee (excluding the deposit)**.
- Cancellations made **within 30 days of the retreat start date are non-refundable**.



- Mindswell Therapy reserves the right to reschedule or cancel retreats due to unforeseen circumstances (e.g., natural disasters, illness, border closures). In such cases, you may choose a **full refund (including deposit) or a credit toward a future retreat.**

What's Not Included in the Retreat Prices

- Flights to and from the retreat location.
- Airport transfers (available only on specified retreat dates; additional transfers can be arranged at your expense).
- Tourist visa (if applicable).
- **Travel insurance (mandatory and must include surf cover).**
- Alcoholic beverages.
- Meals not listed in the retreat itinerary.
- Personal surfboard hire (unless specified in your surf package. Please check your booking details).
- Medical costs, prescriptions, or travel vaccinations.
- Scooter or local transport hire (a valid licence is required if using; note that insurance may be voided without one).

Important: Comprehensive travel insurance is strongly recommended at the time of booking. Mindswell Therapy is not liable for any costs arising from missed flights, cancellations, illness, injury, or loss of personal belongings.

Assumption of Risk and Liability - Retreats

- Participation in retreats, including surfing, ocean activities, outdoor excursions, transport, and physical movement, involves inherent risks. By booking, you acknowledge and voluntarily accept these risks.
- Mindswell Therapy, its facilitators, and contractors will take all reasonable care to provide a safe environment. However, we are **not liable for personal injury, illness, loss, damage to property, or death** that may occur during your participation, except where required by law.
- Clients are responsible for holding appropriate **travel and health insurance** that covers medical emergencies, accident, injury, and (if applicable) surf or golf activities.
- Any equipment hired (e.g., surfboards, golf clubs, golf buggy, scooters, transport) is the responsibility of the client, and damage or loss must be covered by the client directly.



Crisis Support

Mindswell Therapy does not provide emergency or crisis services. If you are in crisis or need immediate mental health support, please contact:

1800RESPECT [1800 737 732](tel:1800737732)

Beyond Blue [1300 224 636](tel:1300224636)

Griefline [1300 845 745](tel:1300845745)

Headspace [1800 650 890](tel:1800650890)

Kids Helpline [1800 55 1800](tel:1800551800)

Lifeline [13 11 14](tel:131114)

SANE Helpline [1800 187 263](tel:1800187263)

Suicide Call Back Service [1300 659 467](tel:1300659467)

In a medical or mental health emergency, call [000](tel:000) or [112](tel:112) on a mobile phone.

By booking a service with Mindswell Therapy, you acknowledge that crisis support is beyond the scope of our services.

General Terms

Mindswell Therapy reserves the right to update service offerings, fees, and policies at any time.

- By booking a service, you confirm that you have read, understood, and agree to these terms.
- For all queries or concerns, please contact us via the website Contact page or email.

Policy Review

This policy will be reviewed annually to ensure compliance with:

- PACFA Good Practice Guidelines
- Australian Consumer Law
- Relevant workplace health and safety legislation

Last reviewed: 06/09/2025 by Natalie Beach

Thank you for choosing Mindswell Therapy.

[Therapy Done Differently.](#)

