

WEBSITE TERMS & CONDITIONS

Natalie Gianoglio (Pty) Ltd

Trading as **Natalie Gianoglio | Emotional Regulation Practitioner**

Effective Date: [Insert Date]

Website: [Insert Website URL]

1. INTRODUCTION

These Terms and Conditions govern your use of this website and any services, programs, events, digital products, educational materials, workshops, counselling services, breathwork sessions, online programs, resources, and content provided by Natalie Gianoglio (Pty) Ltd ("the Company", "we", "us", or "our").

By accessing this website, purchasing services, registering for events, subscribing to communications, downloading resources, or engaging with any offerings provided by Natalie Gianoglio (Pty) Ltd, you agree to be bound by these Terms and Conditions.

If you do not agree with these Terms and Conditions, you should discontinue use of the website and services.

2. ABOUT OUR SERVICES

Natalie Gianoglio (Pty) Ltd provides services and educational content relating to:

- Emotional regulation
- Nervous system regulation
- Breathwork
- Counselling and wellbeing support
- Workshops and events
- Online courses and programs
- Personal development
- Educational resources

Services are intended to support personal growth, emotional wellbeing, self-awareness, nervous system education, and embodied learning.

Services are not intended to replace medical, psychiatric, psychological, or emergency care.

3. ELIGIBILITY

You must be at least 18 years old to purchase services unless participation is arranged through a parent or legal guardian.

Where services are provided to a minor, the consent of a parent or legal guardian may be required.

Parents and guardians remain responsible for providing accurate information and consent where applicable.

4. WEBSITE USE

You agree to use this website lawfully and responsibly.

You may not:

- Use the website for unlawful purposes
- Attempt to gain unauthorised access to systems or data
- Introduce malicious software
- Copy or distribute content without permission
- Interfere with the operation of the website
- Misrepresent your identity or affiliation

We reserve the right to suspend or restrict access where misuse occurs.

5. INTELLECTUAL PROPERTY

All website content is owned by or licensed to Natalie Gianoglio (Pty) Ltd and is protected by applicable intellectual property laws.

This includes but is not limited to:

- The Anchored Self Method™
- Educational frameworks
- Course content
- Workbooks
- Worksheets
- Presentations
- Audio recordings
- Video recordings
- Articles
- Downloads
- Graphics
- Branding
- Logos
- Written materials

No content may be copied, reproduced, modified, distributed, published, sold, licensed, taught, shared, or used commercially without prior written permission.

Participation in services does not transfer ownership of any intellectual property.

6. THE ANCHORED SELF METHOD™

The Anchored Self Method™ is a proprietary framework developed by Natalie Gianoglio.

All rights relating to the methodology, framework, exercises, materials, resources, educational content, recordings, and associated intellectual property remain the exclusive property of Natalie Gianoglio (Pty) Ltd.

No participant, client, student, practitioner, facilitator, trainer, or organisation may reproduce, teach, certify, distribute, adapt, or commercially utilise The Anchored Self Method™ without written authorisation.

7. EDUCATIONAL PURPOSES

Information provided through this website and associated services is intended for educational and informational purposes only.

Content should not be interpreted as:

- Medical advice
- Psychiatric advice
- Psychological diagnosis
- Legal advice
- Financial advice

You remain responsible for seeking professional advice appropriate to your circumstances.

8. NO GUARANTEE OF RESULTS

Individual experiences vary.

Natalie Gianoglio (Pty) Ltd does not guarantee:

- Specific emotional outcomes
- Behavioural outcomes
- Health outcomes
- Financial outcomes
- Personal development outcomes
- Relationship outcomes

Any testimonials or examples provided represent individual experiences and do not guarantee similar results.

9. BOOKINGS AND PAYMENTS

Payment terms applicable to specific services will be communicated at the time of booking or purchase.

Unless otherwise agreed:

- Payment is required before services are delivered.
- Prices may change without notice.
- Promotional offers may be withdrawn at any time.

Failure to make payment may result in cancellation or suspension of access.

10. CANCELLATION POLICY

Individual Sessions

A minimum of 24 hours' notice is required for cancellations or rescheduling.

Appointments cancelled with less than 24 hours' notice may be charged in full.

Exceptions may be considered at the discretion of Natalie Gianoglio (Pty) Ltd in circumstances involving illness, emergency, or events beyond the client's control.

Workshops and Events

Due to limited capacity and committed venue and operational costs:

- Cancellations more than 10 days before an event may be eligible for a transfer or partial refund where applicable.
- Cancellations within 10 days of an event are generally non-refundable.

Requests will be considered on a case-by-case basis.

11. REFUND POLICY

Refunds are not generally provided for:

- Completed services
- Partially used packages
- Missed appointments
- Digital products already accessed
- Downloadable resources already delivered

Where refunds are granted, they remain at the sole discretion of Natalie Gianoglio (Pty) Ltd and subject to applicable consumer protection legislation.

12. ONLINE PROGRAMS AND DIGITAL ACCESS

Access to online programs, courses, memberships, recordings, and digital resources is provided for personal use only.

Users may not:

- Share login credentials
- Share recordings
- Reproduce materials
- Distribute resources
- Upload materials to third-party platforms

Access may be suspended where unauthorised sharing occurs.

13. EVENTS AND PARTICIPATION

Participation in workshops, retreats, breathwork experiences, and events is voluntary.

Participants are responsible for:

- Disclosing relevant health information
- Determining suitability for participation
- Following facilitator instructions
- Seeking medical advice where appropriate

Additional event-specific waivers may be required.

14. ONLINE SERVICES

Online services depend on technology beyond our control.

Natalie Gianoglio (Pty) Ltd is not responsible for interruptions caused by:

- Internet outages
- Software failures
- Hardware failures
- Third-party platform disruptions

Reasonable efforts will be made to reschedule affected sessions.

15. LIMITATION OF LIABILITY

To the fullest extent permitted by South African law, Natalie Gianoglio (Pty) Ltd shall not be liable for any direct, indirect, incidental, consequential, or special damages arising from:

- Use of this website
- Participation in services
- Reliance on information provided
- Technical failures
- Third-party actions

Nothing in these Terms excludes liability where such exclusion is prohibited by law.

16. TERMINATION OF SERVICES

We reserve the right to refuse, suspend, or terminate services where:

- Services fall outside our scope of practice
- Safety concerns arise
- Boundaries are repeatedly violated
- Payments remain outstanding
- Continued participation is deemed inappropriate

Where appropriate, referrals may be recommended.

17. GOVERNING LAW

These Terms and Conditions are governed by the laws of the Republic of South Africa.

Any disputes arising from these Terms shall be subject to the jurisdiction of South African courts.

Where appropriate, parties agree to attempt resolution through good-faith discussion before commencing legal proceedings.

18. CHANGES TO THESE TERMS

Natalie Gianoglio (Pty) Ltd may amend these Terms and Conditions from time to time.

Updated versions will be published on the website and become effective upon publication.

Continued use of the website or services constitutes acceptance of any updated Terms.

19. CONTACT

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