



Please read and accept the following important terms and conditions to access and use Abound:

- Abound is limited to Australian residents aged 18 years or over.
- Abound does not accept responsibility for the individual skills of Counsellors / Coaches / Supervisors and the outcome of counselling sessions. We disclaim liability for fraudulent credentials or claims by member Counsellors / Coaches / Supervisors. We also do not accept responsibility for changes in the Counsellors / Coaches / Supervisors professional status between time of registration with this platform and interaction with clients.
- Clients agree that information provided to us is true, accurate and current, and reviewed periodically. It is their responsibility to notify us immediately if they suspect that an unauthorised person seems to have access to their profile.
- Abound will not be liable for the disclosure of confidential Client information by a Counsellors / Coaches / Supervisors to a third party or for harm caused by the negligence or misconduct of a Counsellor using this platform.
- Counsellors / Coaches / Supervisors are responsible for obtaining an informed consent from the client, stating their own terms, agreements and

treatment plans, before counselling sessions commence. They are bound by the Code of Ethics of the Counselling Associations they are members of.

- Clients are required to read our Privacy Policy before accessing services through Abound.
- All information and content on this platform are protected by Australian copyright and other laws and should not be distributed without prior permission.
- Use of the platform and content is at the sole discretion and risk of the Client. We cannot provide warranties of any kind and will not be liable for any grievances arising out of individual counselling/coaching/supervision sessions, or in connection with the use of our services.
- By registering as a user, client consent to the use of electronic means to provide services and for electronic records to store basic personal information as needed for our services. All information will be kept in accordance with our Privacy Policy.
- Abound may collect and use the information provided during registration and use of the platform, as per our Privacy Policy, for the purposes of communicating important information, e.g. appointment reminders, payment notices and receipts or administrative messages.
- Clients agree that the contents of their user account will be disclosed to their chosen Counsellor / Coach / Supervisor.
- Abound does not ensure the security or confidentiality of standard email messages between the Client and Counsellor / Coach / Supervisor.

- Contents of third-party resources on Abound, e.g. general psychological and mental health information, are not necessarily the opinion of or endorsed by Abound. We do not sponsor third-party resources and do not warrant the reliability of the content of these resources.
- Clients agree to pay all fees before entering into an agreement with a Counsellor / Coach / Supervisor and authorise Abound to deduct applicable charges and fees.
- Clients agree to have read and understood our Refund Policy as stated in clause 2.7 in the event of appointment cancellations, either by the Client or the Counsellor / Coach / Supervisor. Appointments need to be cancelled at least 48 hours prior to the appointment to avoid fees.
- Abound retains the right to change this platform, the content, products or services we offer, or to suspend or terminate Clients' rights to use the platform or site if necessary. Agreements between Clients and Counsellor / Coach / Supervisor. will remain in full force and effect.
- Any grievance or complaint arising out of or relating to the use of this platform must be brought within at least one (1) year after the incident giving rise to the grievance.
- We reserve the right to change our Terms at any time, and changes will become a part of this agreement with Client.