



GENERAL TERMS & CONDITIONS

The Spiritualist

Soul Essence Network

Spirit First, Always

1. ABOUT THESE TERMS & CONDITIONS

These General Terms & Conditions apply to products and services purchased from The Spiritualist, operated by Leila van Gom Regalado.

They apply to purchases including, but not limited to:

- Spiritual coaching and 1:1 sessions
- Spiritual readings
- Online programs and courses
- Workshops and masterclasses
- Digital products and resources
- Memberships and community experiences
- Other spiritual, educational or personal development services offered by The Spiritualist

By purchasing a product or service from The Spiritualist, you confirm that you have had the opportunity to read these Terms & Conditions and agree to them, subject to any mandatory rights granted to you under applicable law.

2. OUR PRODUCTS & SERVICES

The Spiritualist offers spiritual coaching, education, personal development experiences and digital resources designed to support self-exploration, spiritual development, embodiment and the conscious development of one's gifts.

The nature, format and content of each product or service may differ.

Specific information about a particular purchase, including its:

- Price
- Duration
- Dates
- Schedule
- Format
- Number of sessions
- Inclusions
- Payment plan
- Delivery method
- Access period
- Cancellation conditions

may be provided on the relevant sales page, booking page, invoice, confirmation email, onboarding communication or separate agreement.

Where applicable, these specific terms form part of the agreement between you and The Spiritualist.



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3. PURCHASING & BOOKING

A purchase or booking is considered confirmed once payment has been successfully completed, unless otherwise stated.

For services involving an agreed payment plan, the purchase is considered confirmed once the agreed initial payment has been received.

By completing a purchase, you confirm that the information you provide is accurate and that you are authorised to make the purchase.

The Spiritualist reserves the right to refuse a purchase or booking where there is a reasonable and legitimate basis to do so, subject to applicable law.

4. PRICES & PAYMENT

All prices are displayed in euros unless otherwise stated.

The price applicable to your purchase is the price displayed at the time of purchase or otherwise agreed with you in writing.

Payment may be made through the payment methods made available by The Spiritualist.

Where a payment plan has been agreed, the payment plan represents an agreement to pay the total agreed investment according to the specified schedule.

Individual instalments are not considered separate purchases of individual sessions or parts of a program unless explicitly stated otherwise.

You are responsible for making payments by the agreed due dates.

5. PAYMENT PLANS & OVERDUE PAYMENTS

If you have agreed to a payment plan, payments remain due according to the agreed schedule.

If a payment becomes overdue, The Spiritualist may contact you to request payment and may temporarily suspend access to relevant services, materials or community spaces until the outstanding payment has been resolved.

In cases of continued non-payment, The Spiritualist may terminate access to the relevant product or service, subject to applicable law.

Any outstanding payment obligations that have already become due remain payable unless otherwise required by applicable law.

6. CANCELLATIONS, REFUNDS & RIGHT OF WITHDRAWAL

Because The Spiritualist offers a range of different products and services, cancellation and refund conditions may vary depending on the nature of the purchase.

Unless otherwise stated, purchases are considered non-refundable once the applicable service or digital product has been provided, except where a refund is required by applicable law.

Nothing in these Terms & Conditions is intended to exclude, restrict or replace any mandatory consumer rights that cannot legally be excluded.



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Where a statutory right of withdrawal applies to your purchase, that right will be handled in accordance with applicable law.

For certain services or digital content, applicable law may provide exceptions to the standard withdrawal period, including circumstances where the service has begun at the customer's express request or where digital content has been supplied with the customer's required consent.

Where applicable, you may be asked to expressly acknowledge these conditions before the service or digital content is provided.

If you believe you have a statutory right to cancel, withdraw or request a refund, please contact The Spiritualist as soon as possible.

7. APPOINTMENTS & RESCHEDULING

For services that involve a scheduled appointment, such as 1:1 sessions or readings, you are responsible for attending at the agreed date and time.

If you need to reschedule, reasonable advance notice is expected.

Where a cancellation or rescheduling request is made with insufficient notice, or where you do not attend your appointment, the session may be considered used. Any specific cancellation window communicated at the time of booking will take precedence for that particular service.

The Spiritualist will always aim to handle genuine circumstances with reasonable care and discretion.

8. DIGITAL PRODUCTS & ONLINE CONTENT

Digital products may include, but are not limited to:

- Workbooks
- Guides
- Audio recordings
- Video content
- Online courses
- Downloadable resources
- Recordings of live sessions
- Other digital materials

Access to digital products may be provided immediately after purchase or according to the delivery schedule stated for the specific product.

You are responsible for providing accurate contact and account information required to receive or access your purchase.

The Spiritualist cannot be responsible for access problems caused by incorrect information, incompatible devices, internet connection issues or third-party technical problems outside our reasonable control.

9. INTELLECTUAL PROPERTY

All content created and provided by The Spiritualist remains the intellectual property of The Spiritualist or its respective rights holder unless otherwise stated. This includes, but is not limited to:



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- Written content
- Workbooks
- Courses
- Teaching materials
- Exercises
- Frameworks
- Methods
- Recordings
- Audio and video content
- Website content
- Graphics and designs
- Original concepts
- Program structures
- Other educational or creative materials

Your purchase gives you a personal, non-transferable right to use the purchased materials for their intended purpose.

You may not, without prior written permission:

- Copy or reproduce the materials for commercial use
- Resell or redistribute the materials
- Share paid content publicly
- Upload materials to third-party platforms
- Teach the material as your own
- Repackage the material into another course or program
- Use The Spiritualist's frameworks, materials or intellectual property to create a competing commercial product

10. SPIRITUAL & PERSONAL DEVELOPMENT DISCLAIMER

The Spiritualist provides spiritual coaching, education, personal development tools and spiritual practices.

These services are intended to support reflection, self-awareness, spiritual development and personal growth.

They are **not** a substitute for medical care, psychological treatment, psychotherapy, psychiatric care or other professional healthcare.

The Spiritualist does not diagnose, treat or cure medical or psychological conditions and does not prescribe medication or provide medical treatment. If you have a medical, psychological or mental health concern, you should seek support from an appropriately qualified professional.

Spiritual practices and personal development work may bring up emotions, memories, beliefs or experiences. You remain responsible for recognising your own limits and seeking appropriate professional support when necessary.



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11. NO GUARANTEE OF RESULTS

The Spiritualist does not guarantee any specific personal, spiritual, emotional, professional, financial or business outcome from any product or service. Every person's experience is different.

The Spiritualist provides guidance, tools, education, reflection and support, but the outcome of that work depends on many factors, including your own choices, circumstances, participation and application.

You remain responsible for your own decisions and actions.

12. PERSONAL RESPONSIBILITY

By participating in a service or purchasing a product from The Spiritualist, you acknowledge that you are responsible for your own choices, actions and decisions. The Spiritualist does not make decisions on your behalf.

Any guidance, intuitive insight, spiritual perspective or coaching provided is intended to support your own discernment and decision-making.

You are encouraged to use your own judgment and seek appropriate professional advice where relevant.

13. CONFIDENTIALITY

The Spiritualist respects the personal and sensitive nature of information shared during private sessions and programs.

Information shared privately will be treated with reasonable confidentiality, except where disclosure is required by law or where necessary for legitimate safety, legal or professional reasons.

For group programs and communities, participants are also expected to respect the privacy of other participants.

You agree not to share another participant's personal stories, private information, messages, recordings or contributions outside the relevant group without their permission.

14. COMMUNITY & GROUP CONDUCT

Where a product or service includes access to a group, community or online space, participants are expected to contribute to a respectful environment.

The following behaviour is not permitted:

- Harassment
- Bullying
- Discrimination
- Threatening or abusive behaviour
- Intimidation
- Deliberate disruption
- Unwanted solicitation
- Sharing private information without permission
- Repeated behaviour that negatively impacts the safety or experience of others



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The Spiritualist reserves the right to restrict or terminate access to a community or group where necessary due to serious or repeated misconduct, subject to applicable law.

15. RECORDINGS

Certain group sessions, workshops, masterclasses or other live experiences may be recorded. Where sessions are recorded, participants will be informed where reasonably appropriate. By participating in a recorded group session, your voice, image or contributions may appear in the recording.

Private 1:1 sessions will be recorded unless this has been specifically disagreed. Recordings provided as part of a paid service are intended for the personal use of the purchasing participant and may not be shared, distributed or published without permission.

16. THIRD-PARTY PLATFORMS & SERVICES

The Spiritualist may use third-party platforms and services to deliver products and services.

These may include platforms for:

- Website hosting
- Payments
- Scheduling
- Video conferencing
- Email communication
- Community spaces
- Digital content delivery

Examples may include Wix, Stripe, Calendly, Zoom or similar services.

These platforms operate independently and may have their own terms and privacy policies. The Spiritualist is not responsible for technical failures, interruptions or changes caused by third-party providers that are outside The Spiritualist's reasonable control.

17. PRIVACY & PERSONAL DATA

Personal information provided to The Spiritualist will be handled in accordance with applicable data protection and privacy legislation.

Personal information may be collected and processed where necessary to:

- Process purchases
- Provide services
- Communicate with clients
- Schedule appointments
- Deliver digital products
- Manage programs and communities
- Meet legal and administrative obligations



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Your personal information will not be sold to third parties.

Where third-party services are used to process personal information, those providers may process your information according to their own privacy policies and applicable data protection requirements.

For more information, please refer to the applicable Privacy Policy of The Spiritualist.

18. EXTERNAL SERVICES & RECOMMENDATIONS

The Spiritualist may occasionally recommend external practitioners, professionals, books, services, platforms, tools or other resources.

These recommendations are provided for informational purposes.

If you choose to engage with an external provider, you do so independently and directly with that provider.

The Spiritualist is not responsible for the services, conduct, terms, policies or outcomes of external providers.

19. CHANGES TO PRODUCTS & SERVICES

The Spiritualist may make reasonable changes to the delivery, structure, schedule or format of a product or service where necessary.

This may include changes to:

- Dates or times
- Platforms
- Session format
- Materials
- Guest contributors
- Delivery methods
- Program structure

Where a significant change materially affects the service purchased, The Spiritualist will communicate this as reasonably possible and will respect any rights you may have under applicable law.

20. EVENTS OUTSIDE OUR CONTROL

The Spiritualist will not be responsible for delays or inability to provide a service caused by circumstances reasonably outside our control.

This may include, for example:

- Serious illness
- Natural disasters
- Government restrictions
- Internet or platform outages
- Technical failures
- Power outages
- Acts of war or civil unrest
- Other unforeseen circumstances beyond reasonable control



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Where reasonably possible, The Spiritualist will communicate such circumstances and make reasonable efforts to reschedule or provide an alternative solution.

21. RIGHT TO REFUSE OR TERMINATE SERVICE

The Spiritualist reserves the right to refuse or terminate a service relationship where there is a legitimate reason to do so, including serious misconduct, harassment, abuse, discrimination, repeated boundary violations, misuse of intellectual property or behaviour that materially compromises the safety or integrity of a service or community.

Any termination will be handled in accordance with applicable law.

Any consequences relating to payments or refunds will also be handled in accordance with these Terms & Conditions and applicable law.

22. LIMITATION OF RESPONSIBILITY

The Spiritualist will provide products and services with reasonable care and skill. To the extent permitted by law, The Spiritualist is not responsible for losses or outcomes arising from decisions made independently by a client based on their participation in a service, product or program.

Nothing in these Terms & Conditions excludes or limits liability where such exclusion or limitation is not legally permitted.

Nothing in these Terms & Conditions affects any mandatory rights or protections available to consumers under applicable law.

23. GOVERNING LAW

These Terms & Conditions are governed by the applicable laws of Spain.

Where you are a consumer, nothing in these Terms & Conditions is intended to deprive you of any mandatory consumer protection rights that apply to you under the laws of your country of residence or other applicable legislation.

Any disputes will be handled by the competent courts in accordance with applicable law.

24. CHANGES TO THESE TERMS & CONDITIONS

The Spiritualist may update these Terms & Conditions from time to time to reflect changes to our services, business practices or applicable legal requirements.

The version applicable to your purchase will generally be the version available at the time you entered into the agreement, subject to any legally required updates.

Where a change materially affects an existing agreement, you will be informed where required by applicable law.



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25. ACCEPTANCE

By purchasing a product or service from The Spiritualist, you confirm that you have had the opportunity to read these General Terms & Conditions and that you understand and agree to them, subject to any mandatory rights granted to you under applicable law.

For specific programs, services or products, additional terms may apply and will be communicated to you before or at the time of purchase.

These specific terms, together with these General Terms & Conditions, may form the agreement between you and The Spiritualist.

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Leila van Gom Regalado
Spiritual Coach
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