

TERMS AND CONDITIONS

These terms and conditions (the "Terms and Conditions") govern the use of speranzatherapy.com (the "Site"). This Site is owned and operated by Nadine Roppo. This Site is a counselling/therapy business website that outlines services and allows clients to request sessions via a contact form.

By using this Site, you indicate that you have read and understand these Terms and Conditions and agree to abide by them at all times.

Intellectual Property

All content published and made available on our Site is the property of Nadine Roppo and the Site's creators. This includes, but is not limited to, images, text, logos, documents, downloadable files, and anything that contributes to the composition of our Site.

Acceptable Use

As a user of our Site, you agree to use our Site legally, not to use our Site for illegal purposes, and not to:

- Harass or mistreat other users of our Site;
- Violate the rights of other users of our Site;
- Violate the intellectual property rights of the Site owners or any third party to the Site;
- Act in any way that could be considered fraudulent; or
- Misuse the contact or booking forms for spam or non-counselling purposes.

If we believe you are using our Site illegally or in a manner that violates these Terms and Conditions, we reserve the right to limit, suspend or terminate your access to our Site. We also reserve the right to take any legal steps necessary to prevent you from accessing our Site.

Links to Other Websites

Our Site contains links to third-party websites or services that we do not own or control. We are not responsible for the content, policies, or practices of any third-party website or service linked to on our Site. It is your responsibility to read the terms and conditions and privacy policies of these third-party websites before using these sites.

Counselling Services, Terms, and Fees

In addition to these Website Terms and Conditions, all counselling sessions provided by Speranza Counselling Therapy are subject to the [Terms, Fees, and Policies] page published on this Site. By booking a session, you agree to be bound by those policies, which include confidentiality, session length, fees, insurance coverage, cancellations, and no-show policies.

No Guarantee of Outcomes

Counselling and psychotherapy are collaborative processes, and while strategies and support are provided, results cannot be guaranteed. Each individual's progress depends on their personal circumstances and level of engagement.

Emergency Disclaimer

Counselling services are not intended for crisis or emergency situations. If you are in immediate danger or experiencing a mental health emergency, please call 911 or go to your nearest emergency department.

Online and Phone Sessions

When sessions are provided by phone or video, secure platforms are used to protect your confidentiality. However, due to the nature of electronic communications, complete confidentiality of information transmitted online cannot be guaranteed.

Limitation of Liability

Nadine Roppo and our directors, officers, agents, employees, subsidiaries, and affiliates will not be liable for any actions, claims, losses, damages, liabilities, and expenses including legal fees from your use of the Site.

Indemnity

Except where prohibited by law, by using this Site you indemnify and hold harmless Nadine Roppo and our directors, officers, agents, employees, subsidiaries, and affiliates from any actions, claims, losses, damages, liabilities, and expenses including legal fees arising out of your use of our Site or your violation of these Terms and Conditions.

Applicable Law

These Terms and Conditions are governed by the laws of the Province of Alberta.

Severability

If at any time any of the provisions set forth in these Terms and Conditions are found to be inconsistent or invalid under applicable laws, those provisions will be deemed void and will be removed from these Terms and Conditions. All other provisions will not be affected by the removal and the rest of these Terms and Conditions will still be considered valid.

Changes

These Terms and Conditions may be amended from time to time in order to maintain compliance with the law and to reflect any changes to the way we operate our Site and the way we expect users to behave on our Site. We will notify users by email of changes to these Terms and Conditions or post a notice on our Site.

Contact Details

Please contact us if you have any questions or concerns. Our contact details are as follows:

(780) 564-0011

nadineroppo@speranzatherapy.com

You can also contact us through the feedback form available on our Site.

Effective Date: 16th day of August, 2025