

Convo Rules & Regulations

We intend to create a safe space for everyone to explore themselves through supportive and constructive conversations about mental health and more. To hold space for such intimate information and sharing, we have to expect each participant to uphold the highest level of respect and consideration for those involved. We will do our best to facilitate meaningful conversations, it's up to you to respect each other's privacy with these interactions as we hope everyone feels comfortable to share information they may have been keeping hidden for a long time.

It's normal to make connections at Convo but harassment won't be tolerated. Consent is cool, and we want everyone to feel empowered with their friendships, please respect one another like they are your sister/brother/mother etc. We are encouraging empathy through human connection so please keep respect and consideration at the top of your values when participating with us.

Social media posts about your interactions at Convo should be limited to content and information about the classes and services, but explicitly restricted to posts about the participants (unless otherwise consented to by said person). Please consider other's privacy of utmost importance, no video or audio recordings are permitted.

Convo is based on personal empowerment and connection, so feel free to do that on whatever terms you feel comfortable. We hope to create a space that is safe enough to participate, which means you can do that however you need. This includes the option to use an avatar or picture instead of a live stream of you, and you can use the chat functions to communicate if that feels better. If at any time a Convo representative deems your interactions as unfit, we will formally review the situation and will use appropriate intervention, which may include termination of services without reimbursement of the cost. You have the right to participate at your discretion, if you ever feel like you need to file a complaint, please contact us directly at ConvoWellnessDet@gmail.com.

All of our services are provided in exchange of private payments collected at the time of service and are set on our webpage (you can seek out insurance reimbursement for "out of network" licensed providers if you so choose. Please forward a copy of your receipt before your session starts as a way to "check in". If you are a parent of a minor, you are able to leave your credit card on file for them to use for payments. We hope this makes it easier for parents to have their children access quality healthcare without the hassle of the administrative processes. We understand things come up that are unforeseeable and are flexible to the best extent possible, but ask for at least 24 hours' notice to cancel your service, please be aware of our \$100 cost of service no show fee. If you are more than 15 minutes late to your scheduled appointment you will forfeit your service and will be responsible for the \$100 no show fee. These fees need to be collected before the next service. Thank you for understanding

If you are interested in "Convo Scholarships," please inquire with us about how you can be accepted. We offer discounted services in exchange for your volunteer work in the community, so just let us know if you are interested to learn more. Thank you for trusting us in your journey toward a more meaningful life with health and wellness—we look forward to helping you along the way.

*By signing this document you represent your understanding of the aforementioned information.