

TERMS & CONDITIONS

Orange Lotus Consulting Inc.

Effective Date: February 17, 2026

By booking or purchasing any service from **Orange Lotus Consulting Inc.** (“the Company,” “we,” “us,” or “our”), you acknowledge that you have read, understood, and agree to be legally bound by the following Terms & Conditions.

These Terms apply to all clients and services provided by the Company within Canada and internationally, whether delivered virtually or in person, and are intended to comply with applicable provincial and federal laws of Canada.

1. Services Offered

Orange Lotus Consulting Inc. provides professional services including, but not limited to:

- One-on-one coaching
- Business and HR consulting
- Workshops and speaking engagements
- Group programs and digital courses

One-on-one coaching sessions are typically sixty (60) minutes in length.

The duration, format, and scope of business and HR consulting engagements, workshops, speaking engagements, and group programs shall be determined collaboratively by the Coach/Consultant and the Client, based on the nature of the services provided.

Services may be delivered virtually, in person, or through a combination of both, depending on the specific offering.

2. Coaching & Consulting Relationship

You understand and agree that:

- Coaching is not therapy, counselling, or mental health treatment.
- Services do not replace medical, legal, financial, or psychological advice.
- Business and HR consulting services do not constitute legal advice, and clients are encouraged to seek independent legal counsel for compliance, employment law, or regulatory matters.
- You are solely responsible for your decisions, actions, and outcomes.
- Results are not guaranteed and depend on your personal commitment, participation, and follow-through.

If you are experiencing mental health distress or require clinical or therapeutic support, you are encouraged to seek assistance from a qualified healthcare professional.

3. Payment & Packages

- All services are offered by package only, unless otherwise agreed in writing.
- Full payment is required in advance to secure services.
- No refunds are provided under any circumstances, including unused sessions, early termination, or dissatisfaction with outcomes.

4. Cancellations & Rescheduling

- A minimum of twenty-four (24) hours' notice is required to reschedule a session.
- One reschedule per session is permitted.
- Sessions missed without notice, or exceeding the one-reschedule allowance, are forfeited.
- No refunds will be issued. Credit may be applied at the Company's discretion only.

5. Confidentiality

All sessions are confidential, subject to legal exceptions, including but not limited to:

- Risk of harm to self or others
- Legal requirements, subpoenas, or court orders

With your consent, sessions may be recorded for future sessions use.

The Company may use anonymous insights, themes, or aggregated learnings for teaching, training, or marketing purposes, provided all identifying details are removed.

6. Intellectual Property

All materials, frameworks, methodologies, content, and resources provided are the exclusive intellectual property of Orange Lotus Consulting Inc.

- Clients may use materials for their personal or internal business use only.
- Clients may not copy, reproduce, distribute, publish, sell, license, or share materials externally without prior written permission.
- Clients may share their own work, reflections, or outcomes, but not proprietary Company materials.

7. Client Conduct

Clients are expected to engage respectfully and professionally at all times.

The Company reserves the right to:

- Refuse service, or
- Terminate the coaching or consulting relationship immediately, without refund, in the event of harassment, disrespect, boundary violations, or inappropriate conduct.

8. Limitation of Liability

To the fullest extent permitted by applicable provincial and federal laws of Canada:

- The Company shall not be liable for any direct, indirect, incidental, special, or consequential damages arising from participation in services.
- You agree to release and hold harmless Orange Lotus Consulting Inc., including its directors, officers, employees, and contractors, from any claims arising from your decisions, actions, or outcomes.
- Except where liability cannot be excluded by law, including cases of gross negligence or willful misconduct, the Company's total liability shall be limited to the amount paid for the services.

Participation in services is voluntary.

9. Force Majeure

The Company shall not be liable for delays, cancellations, or failure to provide services due to circumstances beyond its reasonable control, including but not limited to illness, emergencies, technology failures, natural disasters, or acts of God.

10. Governing Law

These Terms are governed by the laws of the Province of Ontario and the applicable federal laws of Canada, without regard to conflict of law principles.

11. International Clients

The Company's services are operated from Canada and are intended primarily for clients located within Canada. The Company may, at its discretion, provide services to clients located outside Canada.

By accessing or using the Company's services from outside Canada, you acknowledge and agree that:

- The services are deemed to be provided in Ontario, Canada, regardless of your physical location.
- These Terms shall be governed exclusively by the laws of the Province of Ontario and the applicable federal laws of Canada.
- You are solely responsible for ensuring compliance with any local laws or regulations applicable in your jurisdiction.
- The Company makes no representations that its services are appropriate, lawful, or available in jurisdictions outside Canada.

To the fullest extent permitted by law, any dispute, claim, or proceeding arising out of or relating to the services shall be brought exclusively in Ontario, Canada, and you irrevocably submit to the jurisdiction of the courts located therein.

12. Changes to Terms

The Company reserves the right to update these Terms at any time. Continued use of services constitutes acceptance of the revised Terms.

13. Contact

For questions regarding these Terms, please contact: **Orange Lotus Consulting Inc.**

DISCLAIMER

The services provided by Orange Lotus Consulting Inc. are for coaching, consulting, and educational purposes only.

They are not intended to diagnose, treat, cure, or prevent any mental health, medical, legal, or financial condition.

You acknowledge that you are fully responsible for your well-being, decisions, actions, and results.

PRIVACY POLICY

Orange Lotus Consulting Inc. respects your privacy and is committed to protecting your personal information in accordance with applicable provincial privacy legislation and the federal Personal Information Protection and Electronic Documents Act (PIPEDA).

1. Information Collected

We may collect:

- Name and contact information
- Payment and billing details
- Session notes and intake information
- Communications via email, forms, or scheduling platforms

2. Use of Information

Your information is used to:

- Deliver services
- Process payments
- Communicate regarding sessions, programs, and offerings
- Improve services and client experience

3. Confidentiality & Security

Your personal information is kept confidential and stored securely.

We do not sell or rent your information to third parties.

Information may be disclosed only when legally required or permitted by law.

4. Third-Party Platforms

We may use trusted third-party tools (such as scheduling or payment processors). These platforms operate under their own privacy policies, which we encourage you to review.

5. Your Rights

You may request access to, correction of, or deletion of your personal information, subject to legal, contractual, and regulatory requirements.

6. Updates to This Policy

This Privacy Policy may be updated periodically. Continued use of services indicates acceptance of the revised policy.