

# THE SLIM WOMAN

## Terms & Conditions

### Work with me

I am a coach in Melbourne helping women who struggle with their eating and weight. I work with women who've been attached to food for far too long and are ready to separate from it, by addressing what's really driving their eating patterns.

My role is to help you break free from your dependence on food so you can get your figure back and participate more fully in life. All the while becoming more confident, assured and directed.

I can help you do the same.

### Our relationship

I will work with you on a one-on-one coaching basis. Coaching involves structured conversations designed to develop your awareness, thinking, and abilities so you can identify and achieve your diet and weight goals.

In all of our sessions, I will be direct and honest, and I encourage you to do the same. The success of our coaching relationship depends upon your willingness to remain open and committed to the process.

I provide sessions via Zoom, FaceTime, or telephone during the week.

Please remember, *The Slim Woman* is centred around conversation and personal insight. If you're dealing with significant psychological issues—such as anxiety, depression, past trauma, or recurring dysfunctional patterns in your work or personal life—you should seek support from a licensed psychologist or therapist who can provide appropriate clinical treatment.

### My commitment to you

- I will always hold you in positive regard.
- I will be on time to all our sessions and well prepared.
- I will not judge you or your relationship with food and your body.
- All my strategies and techniques are by invitation only (I do not force change on my clients) but offer you awareness, ideas and the tools to take action.

- I will keep your personal and confidential information in strict confidence, except in limited circumstances where I'm legally obliged to share your information (such as a health emergency, court order, or legal subpoena). I will always notify you before sharing your information. Please see *The Slim Woman* privacy policy at <https://theslimwoman.com.au/privacy-policy/>.
- It is my duty to protect your health and well-being or that of others. Should I reasonably believe that you are a risk to yourself or others, I will report your case to the necessary authorities for care and protection.

## General

- All sessions run for 60 minutes.
- You must be at least 18 years of age to receive my coaching services.
- You must have completed a Discovery Call with me prior to your first session.
- Payment must be made before booking a session.
- All sessions are non-transferable and non-refundable. Only the person who purchased the session may participate. If someone other than the person booked attempts to join the session, the session will be ended and they will need to purchase their own session.
- Coaching sessions are valid for 6 months from the date of purchase. This period may be extended if you are injured, experience severe emotional circumstances, or extreme illness. Please contact *The Slim Woman* as soon as possible if these circumstances arise. We may request a medical certificate or similar documentation before agreeing to an extension.
- Any coaching session not used within the validity period will expire with no refund.
- You warrant that any information you provide to *The Slim Woman* will be accurate, current, and up to date.

## Rescheduling sessions by clients

At *The Slim Woman*, we understand that unforeseen circumstances arise from time to time. If you're unable to attend a session you've booked, please reschedule at least 24 hours before the start time.

All reschedules must be made by emailing [melinda@theslimwoman.com.au](mailto:melinda@theslimwoman.com.au).

Our reschedule policy is strictly enforced to ensure your session time can be offered to someone else. If we don't hear from you within the 24-hour window (including if you're a no-show without notice), you will forfeit the session with no refund, reschedule, or credit.

## Cancellations by *The Slim Woman*

We do not anticipate ever needing to cancel a session once it has been booked. However, should the unforeseen arise, we will contact you as soon as possible to inform you of the

cancellation and offer to reschedule. If you do not wish to reschedule, *The Slim Woman* will provide you with a full refund for the cancelled session.

## Acknowledgement and agreement

### General

By booking a coaching session offered by *The Slim Woman*, making payment for that coaching session and/or attending the session, you agree that these terms will apply unamended to the fullest extent permitted by law. Each time you use *The Slim Woman's* services, you agree to comply with, and be bound by, these terms and acknowledge that *The Slim Woman* may rely upon your agreement.

In consideration for being permitted to participate in the sessions offered by *The Slim Woman*, you waive, release and forever discharge *The Slim Woman* and its officers and employees from any and all responsibilities, liability or damages resulting from your participation in such sessions. You expressly assume and accept all risks associated with any decisions that you may make based on any of our services or guidance. You agree that neither you, your heirs, assigns or legal representatives will sue or make any other claims of any kind whatsoever against *The Slim Woman* or its officers or employees for any loss or costs incurred by you as a result of any guidance, advice, coaching, materials or techniques used or provided by us, whether caused by negligence or otherwise.

Whilst *The Slim Woman* is always committed to act in good faith, results are not guaranteed, and in the unlikely event of any dispute arising between us, *The Slim Woman's* liability will, subject to the below, be strictly limited to the fees paid. Subject to those aspects of the Australian Consumer Law which cannot be reduced or modified, in no event will *The Slim Woman* be liable for any special, punitive, incidental, indirect, or consequential damages of any kind in connection with our services or this agreement.

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage.

If the failure does not amount to a major failure, you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

All the material and information that we provide both on *The Slim Woman* website and in sessions is subject to copyright (owned by *The Slim Woman*). All the materials and information that we provide is general information, often in summary form. None of the materials or

information that we provide constitute medical, financial or legal advice and should not be relied upon as such. Formal medical, financial and legal advice should be sought in particular matters.

This agreement is subject to the laws of Victoria and Australia. If there is a dispute between us that results in litigation, then we must submit to the jurisdiction of the courts of Victoria.

### Your express understanding

By booking a coaching session offered by *The Slim Woman*, making payment for that coaching session and/or attending the session, you agree that these terms will apply unamended to the fullest extent permitted by law. Each time you use *The Slim Woman's* services, you agree to comply with, and be bound by, these terms and acknowledge that *The Slim Woman* may rely upon your agreement.

- I understand that the coaching services I will be receiving from my coach are not offered as a substitute for professional mental or medical health care and are not intended to diagnose, treat, or cure any mental health or medical conditions. I also understand that my coach is not acting as a mental health counsellor or a medical professional.
- I understand that coaching is, at present, an unregulated industry and that my coach is not licensed by the State of Victoria or any other state. I also understand that for all legal purposes, the services provided by my coach will be considered to be provided in the State of Victoria.
- I understand and agree that I am fully responsible for my well-being during my coaching sessions, and subsequently, including my choices and decisions.
- I understand that coaching is not a substitute for counselling, psychotherapy, psychoanalysis, mental health care or substance abuse treatment, and I will not use it in place of any form of therapy.
- I understand that all comments and ideas offered by my coach are solely for the purpose of aiding me in achieving my defined goals. I give my informed consent to my coach to assist me in achieving such goals.
- I understand that results are not guaranteed, and that *The Slim Woman* holds no responsibility for the actions, choices, or decisions made by me.
- I understand that the use of technology is not always secure, and I accept the risks of confidentiality in the use of Zoom, email, text, phone, FaceTime and other technology.

Service terms last updated: December 2025.