



Website Terms and Conditions

Last updated 6/3/2026

Introduction

Welcome to Gracious Mountain Therapies website. These terms and conditions govern your use of our website and the therapeutic services (“Services”) that we offer. By using our website and our Services, you accept these terms and conditions in full.

In addition to our therapeutic services, these terms also govern the purchase and use of digital products, such as guided meditation and self-hypnosis MP3s, available through our website store.

Services

Gracious Mountain Therapies offers mental health services. These Services are rendered by Loraine Makowski-Heaton who is a qualified therapist (“Therapist”) trading as Gracious Mountain Therapies.

Eligibility

To use our Services, you must be at least 18 years old or have the explicit consent of a legal guardian. These Services are not intended for individuals under the age of 13 without explicit parental consent.

Data Protection and Privacy

All personal data will be handled in compliance with the General Data Protection Regulation (GDPR) and other applicable laws. Our Privacy Policy provides detailed information on how we handle your data, and it can be accessed on our website under ‘Privacy Notice’.

Payment and Fees

All payments for Services must be made in advance unless prior arrangement has been made. Your continued use of the Services is contingent upon settling all outstanding fees.

For digital products, payment is required in full at the time of purchase. Once payment is confirmed, you will receive access to your download. Please ensure you save your files safely, as many people find it helpful to have them stored locally for offline use

Digital Products & Right to Cancel"

By purchasing a digital MP3, you are requesting immediate access to the content. You expressly acknowledge and agree that once the download or streaming of the digital content begins, you lose your statutory 14-day right to cancel the contract.

As these products are delivered instantly, we are unable to offer refunds or exchanges for a change of mind once the file has been accessed.

Purchased MP3s are for your personal, non-commercial use only. To protect the integrity of these therapeutic tools, you agree not to share, redistribute, or resell any part of the digital recordings.

Cancellation and Refund Policy

To cancel or reschedule a session without charge, please provide at least 24 hours notice. Failure to do so may result in a cancellation fee.

For digital downloads, refunds are only applicable if the file is found to be technically faulty. If you experience any issues with your download, please contact us within 30 days so we can provide a replacement link or a repaired file. If we are unable to provide a working file, a full refund will be issued.

Limitations and Disclaimers

Our Therapist is not a medical doctor and our Services are not a substitute for medical advice or treatment. If you require medical assistance, please consult a qualified healthcare professional.

Our digital recordings are gentle tools designed for relaxation and self-improvement. They are not a substitute for medical diagnosis or treatment and should never be listened to while driving or operating machinery.

Consumer Rights

As a consumer, you have legal rights in relation to Services that are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards Office.

Governing Law

These terms and conditions shall be governed by and construed in accordance with English law, and any disputes relating to these terms and conditions shall be subject to the exclusive jurisdiction of the courts of England and Wales.



Changes to Terms and Conditions

We reserve the right to revise these terms and conditions at any time. Your continued use of our website will be deemed as acceptance of any changes.

Contact Us

For any questions, concerns or complaints, please contact us at:

Gracious Mountain Therapies

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High Common

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Tel: 07703 294953