



— Heart and Soul Transformations —

Website Terms & Conditions

Introduction

Welcome! This website - www.vanessasumner.com - is owned and operated by me, Vanessa Sumner, under the registered business name, Heart and Soul Transformations (ABN: 60 027 135 305).

If you have any questions or need further information, please contact me via email: healing@vanessasumner.com.

This document sets out the Terms and Conditions you need to be aware of when using this website. Please take a moment to read them, as they set out your important rights and obligations, and I care about making sure we both know where we stand. When you visit this website, use my services or purchase my products you agree that you are over the age of 18 and willing to be bound by these Terms and Conditions, or have permission to do so by a parent or guardian. If you don't accept this agreement, you should not continue to visit this website or purchase from me.

All products and services advertised on this website are offered in compliance with Australian Consumer Law.

General Disclaimer

On this website you will find informative and educational diagrams, images, blog posts, channellings, articles, tips and tools, videos, resources, and general guidance relating to the BodyMind and Soul. You will find information intended to support your Ascension, Kundalini Rising and Spiritual Awakening, as you navigate the Human Journey. You will also find education for your Whole Health and Soul Self-care wellbeing, Energy Healing, Medical

Intuition, and my own personal wisdom and experiences. This information is provided solely for support, general guidance and inspiration.

My Rights & Responsibilities

I take great care to provide valuable information on my website, but I cannot be responsible for the use that you make of that information. Please be aware that the information I share online is not a substitute for 1:1 advice tailored to your individual circumstances and health and wellbeing needs. There is no professional relationship formed between us unless you explicitly choose to work with me by purchasing my services or products.

Any testimonials and promised results that I may display on this website are based on my experience and those of my previous clients. They are not a guarantee that anyone else will achieve the same results.

I may make changes to my website from time to time without notice, including by altering or deleting information, to enhance usability or to reflect changes to my services.

Visitor Responsibilities

While I care deeply for your safety, it is important that you understand that you are 100% responsible for your own personal choices and decisions on your Journey.

As a visitor to this website or purchaser of my services, you understand and agree that it is your responsibility to use common sense and practical wisdom when deciding whether treatment at an energetic level will suit your needs, or if you should seek support from Western medicine, or other recognized health care providers. It is very important that you understand that I am not a physician or medical professional, and I do not provide you with a diagnosis.

If you are experiencing any health and emotional wellbeing conditions or symptoms that give you cause for concern, please listen to the signs of your own body and respect its wisdom. Your body is a messenger, and engaging in medical tests, treatment or professional care may be essential. Energy healing support is complimentary to Western medical forms of treatment, not a replacement for it.

We all have the ability to self-heal. My role as a practitioner is not to fix, cure or diagnose and I will not use those words in my services with you. I aim to be a guide and a light, and to identify energy blocks or patterns that may be causing a dis-harmony to your physical, emotional, mental and spiritual wellbeing. How you interpret the information I provide, and take action for your healing, is entirely your responsibility.

I may help you access the missing puzzle pieces you may need, by intuitively tuning into your body and giving you guidance and awareness. As you are unique, so are your needs, and therefore your personal experiences and outcomes.

Downloads

I offer files for download through my website, or through Dropbox. While I take every care to make sure that these files are safe and virus free when they are uploaded, I cannot be responsible for any viruses or other damage that may occur as a result of downloading material. Please ensure you have up-to-date anti-virus software and take appropriate care for your own safety.

External Links

From time to time I may post external links to my affiliates, relevant blogs or articles, YouTube videos or people that I work with. I am not responsible for the content of any external site that I may link to. Please ensure that you familiarise yourself with their terms and conditions before purchasing from or interacting with them.

My Services and Products

I provide a unique and personally tailored range of services and products with the intention of supporting the BodyMind and Soul of Human dIAMonds on their earthly Journey. My toolbox for support may include, but is not limited to: my extensive training and natural gifts as a Medical Intuitive and BodyTalk Practitioner, Light Language Sound Healing Channel, Channel for Spirit, Energy healing, Past Life Therapist, Crystal Healer and Spiritual Mentor. I am here to be a guide and a Light, to help you self-heal, and be supported as you experience, and navigate your Multi-dimensional human experience.

My core clientele are women on a Spiritually Conscious Awakening path, who understand the Mind-Body-Soul-Universe connection and take responsibility for their Journey. They are aware that their body is doing the healing and are open to their unique self-healing process and personal evolution that takes place, with each 'service' they purchase.

BodyMind and Soul Sessions

In these 1:1 sessions delivered online via Zoom or Skype, I begin by taking your full medical history and emotional wellbeing at your first consultation. I utilize my toolbox and guidance from my Spirit team to address the priority areas to support your physical, mental, emotional and spiritual body. Each session is intuitively guided, and as unique as you are. You may take notes during our session, but the session will not be recorded.

BodyMind & Soul Business Sessions

Similar to the personal sessions, the focus here is on the health and wellbeing of your Business Energy. Supporting the shifting and clearing of 'blocks' and patterns that create disharmony and flow in all areas of your business journey.

Soul Spectrum Alignment™

This is a specialised Channelled experience. After you book, send me your photo and date of birth. I tune 'remotely' into your Soul and Energy Template and connect into your Light Spectrum. Working with my Spirit Team, Sound, Colour, Light, Sacred Geometry and unique gifts, I record in 1 take, a Soul Song and Healing resource for your Soul Alignment. This is a guide to support your health, wellbeing and Soul mission or quest. You receive a recorded mp3 tool or audio resource to journey with forever.

Home Harmony Healing

This service is to support the Energy and general Harmony of your Home and Land environment, caring for your health, wellbeing and family dynamics.

After you provide me with written information in response to a brief questionnaire, I remotely tune into your Home/Land to identify energetic blocks, emotional energy, frequencies or anything else that could be affecting the happiness or general wellness of those who live there. Sound healing and Light Language or Intuitive Energy healing will be channelled remotely and recorded for you. You receive a recorded mp3 audio resource and documentation with suggestions for further supporting and/or improving the 'priority' healing process. Please note that each person is unique, and so too will be the results, or outcomes.

Return to Grace Membership Community

This is an online group membership community for women only, with a paid monthly subscription. We meet in a private Facebook group which provides a safe, sacred space for support. I hold two live group healings each month, and members receive 1:1 access to me with regular general guidance, support tools and resources. Each member is self-responsible for their health and emotional wellbeing journey, choices and decisions.

Facebook Crystal & Jewellery Shop

I provide exclusive access to rare and specialty Crystals, gemstones and Jewellery for purchase via a private, closed Facebook group: <https://www.facebook.com/groups/VanessaSumnerCrystalsandJewellery/>.

Online Shop

In the Website Online Shop I offer access to both Free and Paid audio recordings for download. In the future I may choose to offer other paid products such as Crystals, Jewellery, High Frequency Healing Tools and Metaphysical products that I personally use and am passionate about. Currently available options are:

- Healing meditations, and
- Light Language transmissions and activations.

Limitations

My services are **NOT** suitable for you if:

- you are looking for a quick fix to personal situations that may need long term continuity of care and assessment, or
- you want me to make medical, psychological, financial or business decisions for you about important aspects of your life.

Any information that I provide about the general healing properties of Crystals or Monatomic Andaras, and their ability to support you on your life journey is for educational purposes, to assist you to intuit your own needs. It is based on my personal research, my own experience and intuition, and what I believe to be true. I make no guarantee of accuracy, and any results that you may experience will be unique to you. Similarly, I can only supply you with my interpretation of any channelled information that may come through in a session. The truth and meaning of that information must come

entirely from you, when you reflect on it, in the context of your particular circumstances.

My Qualifications

My confidence in the services and products that I offer is drawn from my extensive 18 years of experience as an Energy Medicine Healer. I am a certified BodyTalk practitioner, and a naturally gifted Medically Intuitive, Psychic, Medium, Clairvoyant and Spirit Channel. My practice and the tools I use have evolved through decades of training and thousands of client sessions with people all over the world. I am also a natural Light Language Channel - if you want to know more about this, please watch this video: <https://youtu.be/Kf5OZiwm9Tg>

I was trained in Crystal healing well over a decade ago, but have developed my own unique way of working with them. I am also experienced in modalities that support Past Life Regression therapy, Past Life and Soul Healing, Eastern Medicine and Kundalini Energy healing. Over time, I have expanded and developed my own unique processes through my natural gifts and experience and being a Channel for Spirit, to have my own individual style when working with clients. I am a Multi-Faceted Soul Healer, Channel and Grace Guide, here to do incredibly diverse work with those who feel called to use my services to support their *Return to Grace*.

I wish to reaffirm that I am **NOT** a medical physician, *and the services I provide are not a substitute for professional medical advice*. I am also not a naturopath, a dietician, a counsellor, a psychologist, a financial advisor or a business coach. Any guidance or suggestions that I provide relating to your health, wellbeing or your life circumstances are *not to be considered a diagnosis or a prescription*. I may provide you with another source of information, perspective for awareness and clarity, and I work with you to improve what we find on an energetic level. Your BodyMind and Soul does

the healing and energy 'changes', and what you do with any further information is entirely up to you.

If anything that I say raises any concerns for you, it is important that you take full responsibility for your wellbeing, follow-up with your Doctor or health-care practitioner, and undertake any necessary tests. I will never prescribe or advise you to cease any medications you are currently taking. After your session, as changes in your 'being' occur, you may need to monitor and/or adjust such medications, for example - diabetes, blood pressure, and antidepressants – please undertake this with the full assistance of your GP-Doctor. From time to time I may mention a particular natural product or supplement that I have benefited from, and recommend that you conduct your own research and decide if it is something you might like to try. This is not to be considered a prescription, merely a suggestion for you to consider.

Your Role

If you choose to work with me, your role is to take full responsibility for your own self care and safety. This includes:

- attending sessions with the intention of allowing change, as the sessions are designed to be self-sustainable, to help you heal your blocks and move through life experiences;
- drinking an adequate intake of water, before, during and after our session;
- using your own self-care tools and those that I suggest or provide for you, so long as they feel right for you,
- listening to your intuition, exercising common sense and not doing anything that does not feel right for you right now,
- being gentle with yourself and allowing yourself to feel any emotions that arise without judgement,

- making time and space to connect with the Earth and anchoring or grounding yourself following a session (this includes not driving until you feel fully capable and aware), and
- *contacting me by email* if you have any concerns, or consulting a medical or mental health professional to make sure you have all the 'combination' support that you need to complete your healing.

When you work with me, we are starting afresh. It is therefore important that you be willing to set aside anything other Healers or Intuitive practitioners have told you and be prepared to flow with the information that your BodyMind and Soul prioritises in the moment, so you can be fully present for our session. If you can't get out of your own way, trust me and trust the process, I will not be able to give you my best to support your needs.

Please understand and be prepared for the likelihood that after our session, you MAY experience a healing process of integration over hours, days or weeks. Possible examples of this are: feeling teary, needing retreat quiet time for reflection and introspection, feeling angry or frustrated, changes in your bowels or menstruation cycle, a cough/cold or 'energy flu like symptoms, tiredness and requiring extra sleep or rest. Sometimes the physical, emotional, mental and spiritual 'dissolution' of patterns may be uncomfortable, however this is often how the BodyMind and Soul resolves and recalibrates at deep cellular and Soul levels.

Energy work affects the frequency of your cells, and everyone responds in their own unique way. Ongoing experiences may be 'sensed' over time, as changes in your physical body, your behavior and your emotional beliefs and values have a 'metamorphosis'.

You will need to prepare a safe sacred space for any 1:1 sessions, ensuring that you have:

- a working device for the full duration of our online session
- earplugs if possible to filter out external noises,

- reliable internet connection,
- a quiet place,
- comfortable clothes,
- water,
- tissues,
- a journal and pen in case you want to take notes, and
- an open heart and mind - simply Be YourSelf.

For your own safety – I will not conduct a 1:1 session while you are driving.

Intellectual Property

All of the information that I provide, including text, audios, graphics and images is protected under Australian Copyright law. This site is my Heart and Soul, and *much of my content is Channelled*. I have spent hundreds of hours of work, and extensive costs for design and graphic elements and branding, in an effort to prepare this unique content to share with you. In turn, it is a condition of using my website, browsing this content or using my services that you agree to behave ethically and with integrity. If you share any of my written posts, or images, you must do so by giving me full credit and providing a link back to the source in the main text of your post, not hidden in a comment. The audios that I provide, whether paid or free, are for your personal use only. If you wish to share them with a friend, please direct them back to my site where they can download them personally.

I own unregistered trademarks in the name “Heart and Soul Transformations”, and the phrases “Human dIAMond”, “Return to Grace” and “Soul Spectrum Alignment”. You may not use these marks for any purpose or under any circumstances without my express permission.

Payment, Delivery & Cancellation Terms

1:1 Sessions

For my 1:1 sessions, I accept payment via PayPal. Payment in full is required as I currently do not offer payment plans. I require no less than 48 hours (two full working days) notice if you wish to cancel or reschedule a session to receive a full refund. Failure to provide me with this notice, will result in a full forfeit of your session fee. I make provision for emergency situations, so please discuss these with me in writing via email.

Delivery of 1:1 sessions takes place via Skype or Zoom. You will be provided with instructions for joining our session in your first welcome email. If you fail to show up at the appointed time, I will attempt to contact you and wait for up to 15 minutes. If you do not attend in this time, your session will be forfeited. At my discretion, I may choose to undertake a remote distance BodyMind and Soul session (without you present), if you are delayed by circumstances beyond your control.

Remote sessions (if you prefer this to Skype/Zoom)

Payment is via PayPal, and must be accompanied by a completed intake form. It is your responsibility to ensure that the information provided is accurate and comprehensive. As per the above statement, I require no less than 48 hours (two full working days) notice for changes to bookings or your session fee may be forfeited. I will tune into the information that you have provided at the agreed time, and email you a link to a recorded mp3 file that you can download from Dropbox, and written suggestions within 48 hours. This private file link is available for 14 days, and I suggest you download it to your device before the link expires. It is entirely up to you to follow the guidance provided and allow your BodyMind and Soul to receive and integrate the changes in its own unique timing.

Shop Audio downloads

Payment is via PayPal. You will be provided with a link to download your purchase immediately following payment. Currently the link does not expire, however I suggest you download the file to your device within 30 days. Your purchase is final and cannot be cancelled.

Return to Grace Community Membership

Monthly payments are processed automatically by PayPal. You are in charge of your own subscription. If you wish to cancel your membership, you must do so before the next due date to avoid incurring a charge for the next month's membership. If your payment goes through, it will not be refunded.

Facebook Andaras, Crystals and Jewellery Shop Community

All sales of Crystals and Jewellery through my exclusive Facebook Shop are for unique/bespoke items. This Community is for Crystal healing and Andara lovers and collectors. Each carefully created video details the actual items that you will receive. It is important that you choose very carefully, and shop within your budget, as *I do not offer a refund* for change of mind.

There are very clear 'Terms and Conditions' outlined once you are given access to the private Shop group, which you are requested to acknowledge. Marking SOLD on an item is a commitment, so it is essential that you are familiar with these terms, before you purchase. Your purchases influence my regular stock inventory and my liaising with suppliers to source rare and unique Crystals.

Immediate communication is required via my Heart and Soul Transformations Facebook Page, to ensure that the item/s are reserved for you. Treat the shop like a 'shopping cart' on a website – checking out the items guarantees they are yours.

My bank details will be provided upon request, and a PayPal link will be added in the 'item listing' for your convenience. You must provide me with a 'screenshot' of your banking receipt. All Shipping and Paypal fees will be added to your amount due, and a unique payment link provided to finalise, when it is time for me to post your items.

I post twice a week, and to multiple countries, once payments are cleared, with Australia Post. I take great care to bubble wrap all items for safety, and they are usually sent express, insured and with signature on delivery. Further details about shipping can be found in the Facebook group.

If there is any ongoing failure to communicate with me or complete your purchase, it may result in your being removed from the Facebook group without notice.

Returns Policy and other charges

I do not offer a refund for change of mind, so I encourage you to choose your purchases of services and products with me carefully. If there is an emergency that prevents you from attending a session that you have purchased, please contact me to discuss the situation, and I will offer you an alternative arrangement.

If you have purchased a multiple session package and are finding that you are uncomfortable or having concerns about continuing, please be aware that it is very common to experience subconscious resistance and sabotage of your efforts to change. I ask that you first contact me to discuss the situation *via email*. If you still wish to terminate the package agreement, any unused sessions will be refunded to you, minus an administration fee equal to 50% of the cost of an individual (1) session.

If I find that my personal boundaries and time are being disrespected, and I am being subjected to any bullying or other unpleasant behavior, I reserve the right to cancel and refund any unused sessions at my sole discretion.

I take great care with packaging of products, and it is very rare for a physical item to arrive in less than perfect condition. If your Crystal or Jewellery does arrive damaged, please contact me with photos of the damage, including the packaging, and a clear description of the problem and I will work with you to find a mutually acceptable resolution. General Jewellery Warranty information is detailed in the Shop's Terms and Conditions document.

If extensive correspondence is required to resolve an issue relating to my services or the products I provide, I reserve the right to charge a \$50 administration fee.

Consumer Guarantees

If the internet should drop out or a technical hitch interferes with the delivery of a 1:1 session to the extent that we cannot continue, I will communicate with you about the issue, and offer you an opportunity to reschedule.

It is an important condition of purchasing either my 1:1 or remote services that you clearly understand there is no guarantee of specific results. Everything relating to the BodyMind and Soul is interconnected and a complex dynamic. Changes may be so subtle as to be unnoticeable. As a result, it is essential that you do not hold unrealistic expectations about what we might achieve while working together. I make no promises around medical cures, fixes or diagnostic guarantees as to outcome. You are a Soul having a human experience, and a divine work-in-progress/masterpiece.

Visitor Information

All visitors to this website, clients, purchasers from my Facebook Shop and members of the Return to Grace Community are required to engage in communication that is mutually respectful. I reserve the right to delete unacceptable comments or refuse to serve anyone whose behavior is rude, offensive or otherwise outside the bounds of normal good manners.

Jurisdiction & Dispute Resolution

These terms and conditions, and any contracts entered into as a result of interactions on my website or Facebook groups are subject to the governing law of Queensland, and the following dispute resolution processes apply.

If you have any issue or complaint arising out of your use of this website, your purchase of goods or services from me, or these terms and conditions, we both agree to make a genuine effort to resolve the dispute through negotiation and discussion via email. Please contact me at healing@vanessasumner.com and provide a clear outline of your concerns.

If we are unable to resolve a dispute by negotiation and discussion within 14 days, we agree to proceed to mediation with the assistance of an independent, accredited mediator. The mediator is to be appointed by agreement between us or, failing agreement within 21 days of the first notification of the dispute, by a person appointed by the Chair of the Resolution Institute, (ACN 008 651 232, Level 2, 13-15 Bridge Street, Sydney NSW 2000; telephone: 02 9251 3366, email: infoaus@resolution.institute) or the Chair's designated representative. The Resolution Institute Mediation Rules shall apply to the mediation. We agree to share the costs of mediation equally between us.

We agree that, unless it is an emergency, neither of us will take a disputed issue to court until we have really tried our best to work things out between us. We agree not to go to court unless the mediator agrees that we are not likely to resolve the issue on our own, and that we need a judge to make a decision for us.

Thank you for taking the time to read these important Terms and Conditions. I look forward to supporting you on your Journey.

Gratitude, Grace and Love - Vanessa Sumner.