

Terms of Service

For Brew & Be Heard

Effective date: October 2, 2026

Website: <https://www.brewandbeheard.com/>

Contact: brewandbeheard@gmail.com

1. Agreement to these terms

These Terms of Service govern the use of the Brew & Be Heard website, booking services, private chat service, and related communications. By booking, paying for, or participating in a session, you agree to these Terms and the policies incorporated by reference.

2. Nature of the service

Brew & Be Heard provides private, non-clinical conversation and listening sessions. The service is a place to talk, reflect, and be heard by a real person.

Brew & Be Heard is not therapy, counseling, psychiatric care, medical care, diagnosis, crisis intervention, legal advice, financial advice, or another licensed professional service. No therapist-client, counselor-client, doctor-patient, attorney-client, fiduciary, or other licensed professional relationship is created.

3. Eligibility

The service is intended for adults age 18 and older. By booking, you represent that you are at least 18 years old and legally able to enter into this agreement.

4. Services and session length

Current services may include Coffee Break (20 minutes) and Sip & Stay Awhile (40 minutes), at the prices displayed at the time of booking. Session timing begins according to the private chat system and the booked appointment.

Brew & Be Heard may send a reminder or notice before a session ends. A session ends when the booked time expires or when the session is ended earlier under these Terms.

5. Booking and payment

Payment is due as shown during the booking and checkout process. A booking is not considered fully secured unless the required payment and booking steps are completed.

You are responsible for providing an accurate email address and contact information so that booking confirmations and private chat access can be delivered.

6. Client responsibilities

- Use the service lawfully and respectfully.
- Do not threaten, harass, impersonate, exploit, or abuse Brew & Be Heard or another person.
- Do not attempt to bypass private-access controls, interfere with the website or chat system, or share a private session access link with another person.
- Do not use the service as a substitute for emergency, crisis, medical, mental-health, legal, or other professional services.
- Protect your own device, email account, and access links from unauthorized use.

7. Safety and emergency limits

Brew & Be Heard is not an emergency or crisis service and is not staffed or designed for immediate intervention.

If you believe you or someone else is in immediate danger, call 911 or your local emergency service. In the United States, you can also call or text 988 for the Suicide & Crisis Lifeline. If you are outside the United States, contact the emergency or crisis resource available in your location.

Brew & Be Heard may end or decline a session when the situation is outside the service's non-clinical scope, when immediate professional or emergency help appears necessary, or when continuing the session would be unsafe or inappropriate.

8. Privacy and confidentiality limits

We treat client communications as private and limit access to what is reasonably necessary to operate the service. However, Brew & Be Heard does not promise legal privilege or absolute confidentiality.

Information may be disclosed when required by law, valid legal process, or when reasonably necessary to address fraud, abuse, security issues, or an immediate safety concern. Additional details are in the Privacy Policy.

9. Cancellations, rescheduling, no-shows, and refunds

The Cancellation, Rescheduling & Refund Policy is incorporated into these Terms. It explains the 2-hour cancellation/rescheduling window, treatment of late cancellations and no-shows, provider cancellations, and technical-failure situations.

10. Technology and availability

Brew & Be Heard relies on third-party internet, website, database, email, and payment services. We cannot guarantee that every service will be uninterrupted or error-free.

If a provider-side technical problem materially prevents a paid session from being delivered, Brew & Be Heard will offer an appropriate reschedule or refund consistent with the Cancellation, Rescheduling & Refund Policy.

11. Intellectual property

The Brew & Be Heard name, branding, original website content, written materials, and service materials are owned by Brew & Be Heard or used with permission. You may not copy, republish, sell, or commercially exploit them without permission.

Your own statements, experiences, and messages remain yours. You grant Brew & Be Heard only the limited right to process them as necessary to provide and secure the service and as described in the Privacy Policy.

12. Limitation of responsibility

Brew & Be Heard provides a listening service, not a promise of a particular personal, relationship, emotional, medical, legal, financial, or other outcome. You remain responsible for your own decisions and actions.

To the fullest extent permitted by applicable law, Brew & Be Heard is not responsible for indirect, incidental, special, consequential, or punitive damages arising from use of the service. Nothing in these Terms excludes rights or remedies that cannot legally be waived.

13. Suspension or termination

Brew & Be Heard may refuse, suspend, or end access to the service for abusive conduct, unlawful activity, attempted security bypasses, repeated misuse, nonpayment, or circumstances outside the service's scope. Refund treatment, if any, will depend on the circumstances and the applicable refund policy.

14. Governing law

These Terms are governed by the laws of the State of Ohio, without regard to conflict-of-law rules, except where another law must apply to you and cannot legally be waived.

15. Changes to these terms

We may update these Terms when the service or legal requirements change. The version in effect at the time of your booking will generally govern that booking unless a change is required by law or is accepted by you.

16. Contact

Questions about these Terms may be sent to brewandbeheard@gmail.com.