



Introduction & Acceptance

Welcome to heliopause.care. Heliopause Solutions ("heliopause.care", "we", "us", or "our") operates the platform heliopause.care. These Terms and Conditions ("Terms") govern your access to and use of the heliopause.care website and all services offered through it (collectively, the "Platform").

By checking the acceptance box on the intake form, you confirm that you have read, understood, and unconditionally agree to be bound by these Terms. Access to the platform's services is conditional upon this acceptance. If you do not agree, please do not use the platform.

We reserve the right to update or modify these terms at any time without prior notice. The "Last Updated" date at the top of this page will reflect any changes. It is your responsibility to review these terms periodically. Continued use of the platform after any revision constitutes your acceptance of the updated terms.

Definitions

- **"Platform"** refers to the heliopause.care website and all associated services.
- **"User", "you", or "your"** refers to any individual who accesses or submits a intake form on the Platform.

- **"Intake form"** refers to the guided questionnaire completed by the User at the start of their journey on the Platform.
- **"Therapist"** refers to independently licensed mental health professionals listed on the Platform.
- **"Matching System"** refers to the AI-assisted process used to suggest a suitable Therapist to the User based on their intake responses.
- **"Session"** refers to a one-on-one online therapy session booked through the Platform.
- **"Services"** refers collectively to all features, tools, matching, booking, and session facilitation offered through the Platform.

Nature of Service

heliopause.care is a technology-facilitated platform that connects adults based in India seeking mental health support with qualified, independent Therapists for one-on-one online therapy sessions. Our Services include

- Guiding Users through a short intake form to understand their needs and preferences.
- Matching Users with a suitable Therapist via our AI-assisted Matching System.
- Facilitating session booking and payment.
- Sending session confirmation and video conferencing links via email.

heliopause.care reserves the right to add, modify, or remove any part of its Services at any time without prior notice.

Eligibility & User Agreement

You must be 19 years of age or older and based in India to use the Platform and book a therapy session. The intake form enforces the age requirement and will not

proceed users who do not meet it. By submitting the intake form, you further confirm that:

- You are legally competent to enter into a binding agreement under the Indian Contract Act, 1872.
- All information you provide during the intake process is truthful, accurate, and complete.
- Your use of the Platform does not violate any applicable law or obligation.

heliopause.care reserves the right to cancel any booking without refund if a User is found to have provided false information or is found to be ineligible.

The Intake Process & Matching

Upon visiting the Platform, Users are guided through a short intake form that collects information about their mental health needs, goals, and preferences. Based on your responses, our AI-assisted Matching System suggests a Therapist suited to your needs.

- The matching process is a facilitative tool only. It is not a clinical assessment, psychological evaluation, diagnosis, or medical recommendation.
- heliopause.care will make every reasonable effort to match Users based on their stated needs and language preferences but cannot guarantee a perfect match in every case.
- heliopause.care does not guarantee that any matched Therapist will be the right fit for every User.
- If you have been referred to the Platform by someone you know personally and wish to be matched with a different Therapist, please contact our support team before completing your booking.

- If you feel the suggested Therapist is not suitable for any other reason, please contact our support team before making a payment. Concerns raised after payment are subject to our Cancellation, Rescheduling & No-Show Policy.

Therapist Independence & Vetting

All Therapists on the Platform are independent contractors and are not employees, agents, partners, or representatives of heliopause.care. heliopause.care acts solely as an intermediary that facilitates the connection between Users and Therapists.

- heliopause.care makes reasonable efforts to verify Therapist credentials before onboarding them onto the Platform. However, heliopause.care does not guarantee the accuracy of any information provided by Therapists and is not responsible for any misrepresentation of credentials or claims made by a Therapist.
- Therapists are solely responsible for the accuracy and reliability of their own profile information.
- Therapists are solely and exclusively responsible for the therapy services they provide.
- heliopause.care does not supervise, direct, control, or influence the content, approach, or outcome of any therapy session.
- Over the course of their engagement with a User, a Therapist may determine that online therapy is not appropriate for some or all of that User's needs and may elect to discontinue providing online therapy services to that User. heliopause.care shall not be held liable for any such determination made by a Therapist.
- heliopause.care shall not be held liable for any loss, harm, or damage caused to a User by a Therapist, directly or indirectly.

- Any concerns regarding a Therapist's conduct should be reported to our support team immediately via WhatsApp or email.

Not a Medical or Crisis Service

The Platform is a technology-facilitated matching and scheduling service and is not a medical institution, clinical service provider, or mental health emergency service.

- Nothing on the Platform constitutes medical advice, diagnosis, prognosis, treatment, or cure for any condition or disorder.
- Therapy sessions conducted through the Platform are provided by independent licensed professionals, not by heliopause.care.
- heliopause.care does not deal with psychiatric emergencies, crisis situations, severe clinical disorders, or acute risk situations.

If you are experiencing a mental health emergency, are having thoughts of self-harm or suicide, or are a danger to yourself or others, please do not use this Platform. Instead, contact emergency services or refer to our [immediate support page](#) for other support options.

We strongly recommend involving a trusted family member or friend for support in such situations.

Session Booking & Payment

After being matched, the User is shown the Therapist's profile. Upon reviewing the profile, the User proceeds to payment. Sessions are booked on a pay-per-session basis.

- All payments are processed securely through a third-party payment gateway. By proceeding with payment, you also agree to the applicable terms and conditions of the payment gateway.
- All transactions on the Platform are processed in Indian Rupees (INR).
- heliopause.care does not store your payment card or banking details at any point.
- A session is only confirmed upon receipt of successful payment and selection of a session time from the Therapist's calendar.
- Upon confirmation, a video conferencing link and session details will be sent to the User's registered email address.
- heliopause.care reserves the right to modify session pricing at any time. Changes will be reflected on the Platform prior to any transaction being initiated.
- Users are responsible for ensuring that their device, browser, and internet connection meet the technical requirements necessary to access the video conferencing platform before booking a session. Failure to meet these requirements does not constitute grounds for a refund.

Cancellation, Rescheduling & No-Show Policy

Due to the nature of one-on-one therapy sessions and out of respect for Therapists' time and commitment, heliopause.care maintains the following policy:

User Cancellations: No cancellations are permitted once a session is booked and payment is confirmed. No refunds will be issued for any cancellation requested by the User, for any reason whatsoever, after a booking is confirmed.

User Rescheduling:

- Rescheduling is only available if a support request is submitted at least 24 hours before the scheduled session time.
- Support requests for rescheduling must be raised through the Support page on the Platform via WhatsApp or email.
- Rescheduling requests submitted within 24 hours of the session time will not be accepted under any circumstances.

User No-Show: If a User does not attend their scheduled session within 20 minutes of scheduled time for any reason, including technical issues on the User's end, the session will be considered completed and forfeited. No refund or rescheduling will be offered in such cases.

Therapist Cancellations: In the rare event that a Therapist cancels a confirmed session with prior notice, the User will be offered a complimentary rescheduled session at no additional cost. In cases of repeated Therapist cancellations, the matter will be reviewed by our support team and resolved on a case by case basis.

Therapist No-Show: If a Therapist fails to attend a confirmed session without prior notice, the User will be entitled to a full refund, processed within a reasonable timeframe.

Technical Issues: Technical disruptions arising from the video conferencing platform or any other third-party service are beyond the control of heliopause.care. Such issues will be reviewed by our support team and handled on a case by case basis, provided the User has met their technical readiness responsibilities as outlined in the Session Booking & Payment section.

Session Quality: If a User is dissatisfied with the quality of a session for any reason, they may raise the concern with our support team. Such matters will be reviewed and handled on a case by case basis.

Therapist Unavailability: If a matched Therapist has limited or no availability on their calendar, the User may contact our support team. Such situations will be handled on a case by case basis.

Confidentiality & Its Exception

All information shared during therapy sessions is strictly confidential.

heliopause.care and its Therapists are committed to protecting the privacy of every User.

However, there are limited circumstances under which a Therapist may be legally or ethically obligated to breach confidentiality. These include but are not limited to:

- A credible risk of harm to the User or to others.
- Disclosure required by a court of law or any competent authority.
- Any other situation mandated by applicable Indian law.

Such decisions are made solely at the Therapist's professional discretion and in accordance with their licensing and ethical obligations. heliopause.care has no role in, and bears no responsibility for, any such disclosures made by a Therapist.

No Recording Policy

Neither the User nor the Therapist is permitted to record any therapy session in any format. Audio, video, or otherwise without the prior explicit written consent of both

parties. Any unauthorized recording is a violation of these Terms and may result in immediate restriction from the Platform and appropriate legal action

Dual Relationship Problem

At heliopause.care, we believe it is essential to maintain clear professional boundaries between Users and Therapists. During and after the course of therapy, Users are not permitted to engage in any personal relationship of any kind with their Therapist outside of the Platform. This includes but is not limited to connecting on social media or professional networking platforms such as Instagram, LinkedIn, Facebook, Twitter/X, or contacting the Therapist personally via WhatsApp or any other channel outside of the Platform.

This boundary exists to protect the integrity of the therapeutic relationship and the wellbeing of both parties, and to ensure that the professional relationship remains clear should you ever wish to return to therapy in the future or refer someone you know to the Platform.

Data Collection & Privacy

By submitting the intake form, you acknowledge and consent to heliopause.care collecting and storing the following information for the purposes of providing Services:

- Full name
- Email address
- Phone number
- Intake form responses, which may include sensitive mental health related information
- Session booking details

This information is used solely to facilitate matching, booking, session management, and support. It is handled in accordance with our Privacy Policy (available at www.heliopause.care/privacy) and in compliance with the Digital Personal Data Protection Act, 2023 (DPDP Act) of India.

Mental health related information is treated with the highest degree of confidentiality and will not be shared with third parties except where required by applicable law or with your explicit written consent.

Data is retained for as long as necessary to provide our Services and for a reasonable period thereafter. Users may request deletion of their data at any time by contacting privacy@heliopause.care.

User Conduct & Prohibited Uses

By using the Platform, you agree not to:

- Provide false, misleading, or inaccurate information in the intake form or any communication with heliopause.care.
- Attempt to contact Therapists outside of the Platform to bypass our booking or payment process.
- Record any therapy session without the prior explicit written consent of both parties.
- Harass, threaten, abuse, or behave disrespectfully toward any Therapist or heliopause.care staff.
- Use the Platform for any unlawful, fraudulent, or harmful purpose.
- Upload or transmit any malicious code, viruses, or harmful software through the Platform.
- Use the Platform if you do not meet the eligibility requirements outlined in the Eligibility & User Agreement section.

- Infringe upon the intellectual property rights of heliopause.care or any third party.
- Seek or attempt to obtain the personal contact information of any Therapist outside of official Platform channels.
- Access the Platform from outside India.

Violation of any of the above may result in immediate cancellation of your session without refund and permanent restriction from the Platform.

Errors, Inaccuracies & Omissions

Occasionally there may be information on the Platform that contains typographical errors, inaccuracies, or omissions relating to session descriptions, pricing, availability, or other details. heliopause.care reserves the right to correct any such errors, inaccuracies, or omissions at any time without prior notice, including after a booking has been initiated. We undertake no obligation to update information on the Platform beyond what is required by applicable law.

Intellectual Property

All content on the Platform, including but not limited to the name "heliopause.care", the logo, website design, text, graphics, intake questionnaire, and Matching System, is the intellectual property of Heliopause Solutions and is protected under applicable Indian intellectual property laws. You may not reproduce, copy, distribute, modify, or create derivative works from any part of the Platform without prior written consent from Heliopause Solutions.

Disclaimer of Warranties

The Platform and all Services are provided on an "as is" and "as available" basis without warranties of any kind, express or implied. heliopause.care expressly disclaims all warranties including but not limited to:

- Warranties of accuracy, reliability, or completeness of any information on the Platform.
- Warranties that the Platform will be uninterrupted, timely, secure, or error free.
- Warranties regarding the outcomes or effectiveness of any therapy session.
- Warranties regarding the suitability of any matched Therapist for your specific needs.

Limitation of Liability

To the fullest extent permitted by applicable law, Heliopause Solutions, its founders, employees, and associates shall not be liable for:

- The quality, outcome, or effectiveness of any therapy session conducted by an independent Therapist.
- Any harm, loss, or damage arising from a User's reliance on information provided on the Platform.
- Technical disruptions caused by the video conferencing platform, payment gateway, or any other third-party service.
- Loss of data, connectivity issues, or service interruptions beyond our reasonable control.
- Any indirect, incidental, special, punitive, or consequential damages arising out of your use of the Platform.
- Any failure to deliver Services due to circumstances beyond our reasonable control, including but not limited to natural disasters, government orders, nationwide internet outages, pandemics, or any other force majeure event.

In all cases, our maximum liability shall be limited to the amount paid by you for the specific session in dispute. Heliopause Solutions shall not be held liable for non-compliance with the laws of any country other than India.

Indemnification

You agree to indemnify, defend, and hold harmless Heliopause Solutions, its founders, team members, affiliates, and associates from any claims, losses, damages, liabilities, or expenses (including reasonable legal fees) arising out of:

- Your use of the Platform.
- Your violation of these Terms.
- Your infringement of any third-party rights.
- Any false or inaccurate information provided by you during the intake process or otherwise.
- Any breach of confidentiality arising from your actions or omissions.
- Any data breach or loss arising from your use of a third-party platform, payment gateway, or video conferencing software in connection with our Services.

Force Majeure

Heliopause Solutions shall not be held liable for any delay or failure to deliver its Services resulting from circumstances beyond its reasonable control. This includes but is not limited to natural disasters, floods, earthquakes, pandemics, government orders, nationwide internet or power outages, war, or civil unrest. In such events, heliopause.care will make reasonable efforts to notify affected Users and resume Services as soon as practicable.

Waiver

The failure of heliopause.care to exercise or enforce any right or provision of these Terms at any time shall not constitute a waiver of such right or provision. Any one-time exception or act of goodwill extended by heliopause.care shall not be construed as a permanent change in policy or an obligation to extend the same exception in future circumstances.

Severability

If any provision of these Terms is found to be unlawful, void, or unenforceable, that provision shall be enforced to the maximum extent permitted by applicable law, and the remaining provisions shall continue in full force and effect without being affected in any way.

Entire Agreement

These Terms, together with our Privacy Policy and any other policies referenced herein, constitute the entire agreement between you and Heliopause Solutions regarding your use of the Platform and supersede all prior communications, agreements, or understandings, whether oral or written.

Grievance Redressal

If you are dissatisfied with any aspect of our Services, please contact our support team. We are committed to reviewing and responding to all grievances within 30 days of receipt of your complaint.

- Email: support@heliopause.care
- WhatsApp: +91 90993 12340

- Support Page: heliopause.care/support

Governing Law & Jurisdiction

These Terms are governed by and construed in accordance with the laws of India. Any disputes arising out of or in connection with these Terms shall first be attempted to be resolved amicably between the parties. If unresolved within 30 days, disputes shall be subject to the exclusive jurisdiction of the courts of Surat, Gujarat, India.

Contact Us

Heliopause Solutions

Platform: heliopause.care

Email: support@heliopause.care

Privacy: privacy@heliopause.care

Support: www.heliopause.care/support