

Terms of *Service*

The Healing Haven Membership on Whop · Effective August 17, 2026

These Terms of Service ("Terms") govern your use of The Healing Haven membership community hosted on Whop and any related pages we operate there (together, the "Site"), operated by **Helen DeLovely LCSW PLLC**, doing business publicly as **The Healing Haven**, owned and operated by Helen DeLovely, LCSW. By using the Site or purchasing a membership, you agree to these Terms.

§ 01 Informational only

The Site provides general information about The Healing Haven and a member community. Using the Site, joining the community, or purchasing a membership **does not create a clinical, professional, or therapist-client relationship**. Nothing on the Site is medical advice, mental health advice, diagnosis, or treatment. A clinical or service relationship begins only after a consultation, signed intake and consent paperwork, and formal acceptance as a client.

§ 02 Not a crisis service

This Site and community are not monitored 24/7 and are not a crisis service. If you are in immediate danger or considering harming yourself or someone else, **call or text 988** (Suicide & Crisis Lifeline), call 911, or go to your nearest emergency room.

§ 03 Eligibility

You must be at least 18 years old to use the Site or purchase a membership.

§ 04 Services governed by separate agreements

Any therapy, aesthetic, wellness, or coaching services are governed by separate written consent and intake paperwork you will review and sign before your first appointment. These Terms govern only your use of the Site and membership — not any service relationship.

§ 05 Membership and payments via Whop

Memberships are sold and billed through Whop. Your purchase is also subject to Whop's own Terms of Service and Privacy Policy. Membership pricing, renewal, and cancellation terms are shown at checkout; refunds and cancellations are handled per our Return Policy. Membership provides community access and member pricing; it does not guarantee appointment availability or acceptance as a client.

§ 06 Community conduct

In the community you agree not to: harass, threaten, or abuse others; share another member's personal or health information; post content that is unlawful, defamatory, or infringing; solicit or spam members; or present content in the community as medical advice. Please do not post your own detailed clinical information — the community is not a confidential clinical space. We may remove content or revoke membership at our discretion, with any refund handled per the Return Policy.

§ 07 Intellectual property

All content on the Site — text, design, photography, logos, the name "The Healing Haven," and the business identity "Helen DeLovely LCSW PLLC" — is owned by Helen DeLovely LCSW PLLC or used with permission. Do not copy, reproduce, or repurpose it without prior written permission, except for personal, non-commercial reference.

§ 08 Acceptable use

You agree not to use the Site for any unlawful purpose, submit false or impersonating information, use scrapers or bots, or attempt to disrupt or interfere with the Site's operation. We may decline a consult request, refuse service, or block access at our discretion.

§ 09 Disclaimers

The Site and its content are provided "as is" and "as available," without warranties of any kind, express or implied. We make no warranty that content is accurate, complete, or current. Outcomes of any service vary by individual and are not guaranteed.

§ 10 Limitation of liability

To the fullest extent permitted by Utah law, Helen DeLovely LCSW PLLC, The Healing Haven, Helen DeLovely, and affiliated parties will not be liable for indirect, incidental, consequential, special, or punitive damages arising from your use of the Site. Our total cumulative liability for any claim arising from your use of the Site — separate from any service relationship — will not exceed one hundred U.S. dollars (\$100).

§ 11 Indemnification

You agree to defend, indemnify, and hold harmless Helen DeLovely LCSW PLLC, The Healing Haven, Helen DeLovely, and any agents or affiliates from claims, damages, and expenses (including reasonable attorneys' fees) arising from your use or misuse of the Site, your violation of these Terms, or your violation of any third party's rights.

§ 12 Third-party links

The Site may link to third-party sites and tools, including Whop, 988, scheduling, and telehealth platforms. These are provided for convenience only; we do not control or assume responsibility for them.

§ 13 Modifications

We may update these Terms at any time; the Effective Date reflects the latest revision. Continued use after changes are posted constitutes acceptance.

§ 14 Governing law and venue

These Terms are governed by Utah law. Any dispute will be resolved exclusively in the state or federal courts of Salt Lake County, Utah.

§ 15 Informal resolution first

Before filing any formal claim, you agree to email us a clear description of the issue at hello@helendelovely.com. We will respond within thirty (30) days.

§ 16 Severability

If any provision is found unenforceable, the rest remain in full effect.

§ 17 Contact

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