

# Designs By Donellia Terms & Conditions

For On-Call Appointments → Clarity Sessions | Strategic Brand Consulting | Follow-Up Calls

## PLEASE READ CAREFULLY BEFORE BOOKING

By purchasing this session, you acknowledge and agree to the following terms. This serves as your **e-signature** confirming your understanding and acceptance.

## Booking & Refund Policy

- You are solely responsible for booking and attending your session on time.
- **All bookings are non-refundable. No exceptions.**

## Rescheduling & Cancellations

- If you need to reschedule, please reschedule through your confirmation email.
- Rescheduling with **less than 48 hours' notice** is prohibited.

## No-Show Policy

- You have a **15-minute grace period** to join your scheduled session. If you do not join within that window, it will be marked as a **no-show**, and you will be automatically charged a **\$100 rebooking fee!**
- We do **not** make up missed time for late arrivals.
- You will be charged a **non-refundable \$100 rebooking fee** to receive a new booking link.
- The new link will be sent within **1–2 business days** of your missed appointment. During **holiday seasons**, allow up to **5 business days** based on availability.
- Rebooking is on a **first-come, first-served basis**, and time slots are not guaranteed.
- If you **dispute this charge**, you will be **permanently blocked from all future bookings**.
- After **two no-shows for any service**, your booking privileges will be **permanently revoked**, and no future sessions will be accepted.

## Punctuality Policy

- If you arrive late, your session will still end at the scheduled time. No additional time will be added.
- If **Designs By Donellia** is late (rare), your full session time will be honored.
- If **Designs By Donellia must cancel for any reason**, you will be notified **as soon as possible**, an effort will be made to **reschedule promptly and make up for the inconvenience**.

## Charge Disputes & Booking Violations

- If you dispute charges after services have been rendered or violate any rescheduling/no-show policies, **Designs By Donellia reserves the right to pursue legal action**, using this agreement as evidence.
- You will also be **permanently banned from future sessions**.
- Any form of **defamation, slander, or negative public commentary that misrepresents Designs By Donellia, its services, or brand reputation** will also result in legal consequences. We reserve the right to protect the integrity of our business across all platforms.

## Content Use Agreement

- By booking, you consent to **audio, video, photo, and/or screen documentation** of your session, which may be used for **promotional, testimonial, marketing, or educational purposes** by Designs By Donellia.
- If you wish to keep your session private, you must submit a written request to **designsbydonellia@gmail.com** at least **48 hours prior to your session**.
- Failure to provide timely written notice will be considered consent for content usage as outlined.

## Digital Resource Usage & Intellectual Property Rights

- Any **complimentary or paid digital resources, templates, or tools** provided to you during or after your session are for **personal use only**.
- You may **not share, resell, repurpose, or distribute** any content from Designs By Donellia under any circumstance, including (but not limited to):
  - PDFs
  - Session documents
  - Strategy templates
  - Photos
  - Verbiage
  - Video/audio content
  - Social media tools
  - Any materials from any digital resources
- **Unauthorized use, display, or resale of any resources** — whether personal or business-related — will result in **legal action**. This includes publicly showcasing materials without written permission.

## Intellectual Property & Licensing

- All strategies, concepts, campaign ideas, taglines, mockup concepts, product directions, and business solutions shared during any session (including but not limited to Clarity Sessions, intensives, or consulting) remain the sole intellectual property of Donellia L. and Designs By Donellia. Unless a written licensing agreement is signed, these ideas may not be used, implemented, or monetized in part or in full. This includes adaptations, rewording, or repurposing of original ideas presented during the session. If any unlicensed idea is executed and generates revenue—whether directly or indirectly—Designs By Donellia reserves the right to seek a retroactive usage fee, licensing agreement, or percentage of earnings gained from said implementation. This clause protects the integrity of the creative process and ensures that all strategy shared is respected as intellectual capital. To secure licensing or implementation rights, please contact us directly at [designsbydonellia.com/contact](https://designsbydonellia.com/contact).

**Disclaimer:**

Sessions are designed to provide **honest, strategic, and actionable brand guidance** tailored to your business. While we aim to deliver the highest value and share all relevant tools and resources, **Designs By Donellia does not guarantee specific outcomes or results.**

**Your success depends on your own decisions, effort, consistency, and follow-through.** Designs By Donellia is not responsible for any business losses, missed opportunities, or perceived failures resulting from the implementation—or lack thereof—of the strategies discussed.