

KEY INFORMATION FOR INDIVIDUAL CLIENTS

If you plan to join any of my sessions or workshops, please make sure to read carefully the text below. It guarantees a higher level of transparency, clarity, and safety for all my clients.

SERVICES & PRICING

- All my face-to-face sessions, workshops, and retreats take place in carefully chosen locations and are fully confidential.
- For online sessions, workshops, and other virtual events, I use a high-speed internet connection and well-known online tools like Zoom. I guarantee high standards of safety and confidentiality in the digital space.
- My sessions, workshops, and retreats are suitable for anyone unless stated otherwise. No special skills are required. Even if you have never made art before, you shouldn't be concerned. I am there for you to help, explain art invitations, and guide you through the process of creation.
- With rare exceptions, I work in small and intimate groups. However, in workshops, I like to welcome minimum three participants. If this number is not reached, you will be informed about the cancellation of the event and the fee will be wired back straight to your account.
- I do what I can to create a safe and non-judgmental environment open to anyone including LGBTIQ+ community, people with difficult migrational experiences, displaced persons, and other minorities. What matters to me the most is that we truly meet, connect, and create a sense of togetherness.
- Please come to my sessions and workshops with an open and curious attitude. This is the only thing I ask of you. Let me hold the space for you, I know how to do it.
- In general, I advise you to wear comfortable clothing and prepare (or bring) a water bottle and a notebook to all my sessions and workshops. If there is a requirement for any specific art materials, I will let you know in advance.
- Please leave enough space for yourself to find the location and arrive on time or check your computer settings. I will do what I can to give you clear and simple instructions.
- Participation in my workshops requires online registration at least 24h before the event unless otherwise stated on one of this website or on social media. Please follow the instructions on the landing page to sign in for a particular event. Only an advance payment will guarantee you a spot.
- You can cancel participation in group sessions, workshop or another event 48 hours before it takes place. Otherwise, your payment won't be refundable. This excludes extreme emergencies, life-threatening situations, accidents, and serious illnesses.
- If you register last minute, cancellation won't be possible.

- If you can't join my event and the refund is not possible anymore, I will encourage you to find a replacement or propose to you an alternative solution like, for example, a recording of the session.
- Individual clients are asked to cancel their appointments at least 24h in advance. Otherwise, they will be asked to transfer a full session fee to my account. This excludes extreme emergencies, life-threatening situations, accidents, and serious illnesses.
- I might propose customized payment plans to individual clients, so please take a moment to think about your needs before we start working together.
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- For payments, I use regular bank transfers, QR codes, and/or PayPal. You will receive your invoice with exact payment data.
- Payments must be made prior to our sessions.

ONLINE ETIQUETTE

- Please make sure to check the camera and microphone settings on your device before the session or workshop begins. Prepare a charger to secure the continuity of connection.
- Find a peaceful space, in which you can spend some time alone. Prepare art materials suggested before the session and have them at hand.
- I will ask you to use specific software like Zoom and offer you basic support in figuring out how it works.
- Virtual sessions and workshops have their own etiquette: please wear proper clothing (beachwear and nudity aren't welcome), take care of good equal lighting and make your face well-visible (backlit is not recommended).
- Wear headphones, if necessary. Do not allow third-party people to witness the sessions. The recording of events is forbidden, as I highly respect the privacy of my clients. However, I might offer recordings of open seminars and webinars to my audience.
- I prefer that you sit or stand in front of the screen (unless you need other accommodations). It will show me your readiness to participate in the process. Your camera should be on unless there are clear instructions to do otherwise or serious reasons to keep it off.

SAFETY OFFLINE AND ONLINE

- Stay away from assumptions, judgements and critical feedback. It could hurt somebody's feelings. Instead, be open, receptive, listen to others, and stay curious.
- If you feel resistant towards any directive I propose, please let me know about your doubts. I will do what I can to adjust the process according to your needs.
- In virtual sessions and workshops, please inform me about the reasons for switching off the camera, disappearing from the screen, etc. Virtual work is highly sensitive, so I must make sure that you are safe on the other side of the screen.

- By all means, please inform me about any problems or difficulties you have experienced during or after my sessions and workshops. I will be happy to assist you in finding more ease or put you in touch with other professionals.
- You are obligated to inform me about any mental or physical conditions/restrictions you experienced or still struggle with in life. If you take medications influencing your mental states, you must let me know about that too. It is a matter of your safety!
- If for some reason I can't create safety for you, I will recommend to you another professional in the field of creative therapies, coaching, psychotherapy, or psychiatry.
- In all sessions, workshops, and other events you are responsible for your own safety. Please be mindful of your mental and bodily limitations. I do not assume responsibility, directly or indirectly, for any loss, damage, or injury to property or person in connection with my services.
- Please confirm that you read and understand the information above by sending me a confirmation email or print this file out and bring it for your first session.

I read and understand the above-mentioned terms and conditions,

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date, full name