

## Engagement of Services Agreement

### Provision of Service Agreement

*Nessa Lovell* (ABN No 291 208 367 75) hereby agrees to provide the following service – **Soul Code Aura Artwork Package** (hereafter referred to as ‘the service’) for the price of **\$588.00 inclusive of any additional charges**, pursuant to the service, payment and cancellation terms outlined below.

### Service Inclusions – Soul Code Aura Artwork Package

- Intuitively created Soul Code Aura Artwork, made by Nessa (unframed);
- Certificate of Authenticity;
- Artwork reading with Nessa, via Zoom or in person where possible;
- Postage where required.

### Service Terms

- We will perform any services with reasonable skill and care. *Nessa Lovell* and its directors, employees, contractors and agents will not be held jointly or personally responsible for any claims, damages, liabilities, costs and expenses arising as a result of the provision of *the service*, except as provided by Statute.
- If Nessa feels threatened or endangered while providing the service, she retains the right to end the session.
- Occasionally, clients are not a good fit for the services Nessa provides. Please note that if Nessa suggests that the working relationship ends, this is not a reflection on personality or inherent value, just an acknowledgment that another service provider may be a better match.
- All artworks are original (excluding printed products, however the artworks used are all of Nessa’s creation), and Nessa retains the copyright for these products. In the case of Business Energy Imprint artworks, you are entitled to use the artwork as part of your branding (business cards and banners etc), however please acknowledge Nessa Lovell as the artist.

### Artworks and Soul Code Aura Artworks

- Artworks can be created to a certain colour scheme, however the method in which the paintings are made means that no two are the same. There is always an element of surprise in the creation of these pieces, so if you have a very specific vision of how you would like your painting to look, you may want to choose another artist. Nessa’s pieces are intuitive in nature, so the ways in which they flow, the patterns and textures and specific shades will never look quite like anyone has imagined.
- Soul Code artworks are made specifically for a client, and for a purpose. They are non-refundable for this reason. Like an aura photo, there is no guarantee that you will have the colours you want in the painting - rather see this as a unique experience that you won’t receive anywhere else. They are an opportunity to learn about colour and how it relates to your life so far. If you have specific colours you want in your artwork, then consider ordering a commissioned piece instead.
- All artworks are unframed for ease of postage, unless you are purchasing a piece that has already been framed for an exhibition.

- Please note that alcohol inks can fade if placed in an area where direct sunlight lands on the artwork. It is highly recommended that you place your artworks in areas where more diffuse light will illuminate them, and out of direct sunlight. UV resistant glass can also be incorporated into professional framing.

## Readings

- Nessa's readings are not designed to be psychic or mediumship in nature, rather they are an intuitive exploration of the colours and patterns within the artwork. The more you engage in the reading, the more you are likely to receive from it, so it is conversational in nature. Feel free to ask questions, and share your own observations. Throughout the process, Nessa will also explain the colours to you, and what they mean or can relate to. Always use your own feelings as a guide - do not take anything as gospel, rather see what feels right for you within the explanation.

## Privacy

- Your sessions are confidential in nature and the information discussed during an appointment will stay between you and Nessa, unless you give permission for certain aspects to be shared, such as through a testimonial.
- Any testimonials shared are done so with your permission and approval and can have any identifying details removed if preferred - ie the use of a pseudonym instead of your real name.
- Any client information collected through booking procedures is kept securely in our client database. We NEVER pass on, sell or share client details with other individuals or companies.
- All paperwork created during Belief Coding® sessions is kept in a locked cabinet in a secure location, and only uses a first name and initial and the date of the session. No other identifying information is kept on these forms.
- We do aim to send quarterly emails to our clients, and the occasional announcement in regards to events, new products, sales or workshops - however you have the option to unsubscribe at any time.

## Hours of Work

- Nessa has some flexibility around appointment times to allow for international clients, which you can book through the calendar link. If these times are not appropriate, message or email [nessalovellart@gmail.com](mailto:nessalovellart@gmail.com) to arrange another time.
- Nessa works weekdays in Australia, and will respond to emails and messages when available. Please note this if you are in a different time zone.

## Payment Terms

- *Nessa Lovell* requires that the full amount of the product or service fee be paid prior to the commencement of the agreed service.
- Payment may be made via card, online transfer or voucher no later than four business days prior to the commencement of the service to ensure clearance and to allow for the artwork to be prepared prior to the reading.

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- Payments can be stretched out over a longer period of time if necessary via a payment plan, providing this is fully paid before the product or service is completed. Afterpay or Pay in 4 may be available, however this will incur a surcharge to cover additional fees. Please put any requests for payment plans with your proposed schedule in writing and forward to [nessalovellart@gmail.com](mailto:nessalovellart@gmail.com).
- Bank transfers are preferred - details are below.
  - Vanessa Lovell
    - BSB 923-100
    - Acc No: 302893739
- If you are an international client and can not transfer into Australian accounts, please let Nessa know and she can send through a different link to pay.

### **Cancellation Terms**

In the event that *Nessa Lovell* is unable to attend the agreed upon time and location scheduled due to sickness, accident, or other circumstance, the service will be postponed to a later date and time.

If the customer requests that the service be postponed due to sickness, accident or other circumstance, this will incur no charge in the first instance, but will incur a \$20 rebooking fee for each subsequent postponement.

If the customer requests the service be cancelled the following conditions apply:

If cancelled before any of the service has been performed or before the Energy Imprint has been created, the entire amount will be refunded (minus any transaction fees).

If cancelled after the artwork has been created, but before the reading has been given, the reading amount will be refunded ONLY (\$111).

No refunds will be given for products and services already provided.