

MIND MATTERS

with Rupali

Psychologist | Relationship Counsellor |

Instagram: @mind_matters_rupali | YouTube: @mind_matters_rupali

TERMS, CONDITIONS & SERVICE GUIDE

Please read this document carefully before booking a session.

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1. About Rupali & Mind Matters

Rupali holds a Master's degree in Psychology and is the creator of **Mind Matters**, a mental health awareness platform focused on relationship psychology, emotional wellbeing and personal growth.

A qualified psychologist with over four years of hands-on counselling experience, Rupali specialises in **relationship counselling, couples therapy** and **family therapy**. Her practice spans a wide range of concerns including pre-marital counselling, marital conflict resolution, communication breakdowns, attachment and emotional patterns., parent-child dynamics and intergenerational family issues. She works with individuals, couples and families navigating both everyday relational challenges and deeper psychological distress.

Rupali's therapeutic approach is rooted in evidence-based frameworks, tailoring her practice to the unique emotional landscape of each client. Her work is particularly attuned to the experiences of young adults and couples in the Indian context, where cultural expectations, family systems and modern relationship dynamics often intersect in complex ways.

Through **Mind Matters**, Rupali offers **Counselling & Guidance Sessions** to individuals and couples seeking support with: -

- Relationship concerns and compatibility issues
- Pre-marital and marital counselling
- Communication difficulties and conflict patterns
- Emotional dysregulation and attachment challenges
- Family dynamics, boundary-setting and role conflicts
- Personal growth, self-awareness and emotional resilience

Mind Matters , on Instagram, YouTube and as newsletter also serves as an awareness platform, creating conversations around mental health, normalising help-seeking behaviour and making psychological insight accessible to a wider audience.

HEALING BEGINS HERE

*Welcome to **Mind Matters** — where you are heard, understood, and supported.*

We offer Counselling & Guidance Sessions for individuals, couples, and families.

2. Services Offered

Mind Matters offers three categories of Counselling & Guidance Sessions. All sessions are conducted online via phone call, Google Meet, Zoom, or WhatsApp Video — as per the client's preference and session category.

Category 1 : Quick Clarity Sessions

Best for: First-time clients, initial issue assessment, or those who need quick clarity and direction.

Mode: Phone call only

Option	Sessions	Duration	Price
Single Session	1 session	20 minutes	Rs. 399
Quick Clarity Package	1 + 2 (Total = 3)	80 minutes • Session 1 : 20 mins • Session 2 & 3 : 30 mins each	Rs. 1,199

Note: In the Quick Clarity Package, Session 1 (15 min) focuses on understanding your situation. Sessions 2 and 3 (30 min each) go deeper into guidance and action planning.

Category 2 : Individual Counselling Sessions

Best for: Individuals dealing with relationship concerns, communication issues, emotional patterns, breakups, self-awareness, or personal growth.

Mode: Google Meet / Zoom / WhatsApp Video (client's choice)

Option	Sessions	Duration per Session	Price
Single Session	1 session	30 minutes	Rs. 699
Starter Package	3 sessions	30 minutes each	Rs. 1,799
Growth Package	5 sessions	30 minutes each	Rs. 2,999

Category 3 : Couple Counselling Sessions

Best for: Couples seeking to improve communication, resolve recurring conflicts, strengthen emotional connection, or navigate relationship transitions.

Mode: Google Meet / Zoom / WhatsApp Video (couple's choice)

Option	Sessions	Duration per Session	Price
Single Session	1 session	45 minutes	Rs. 999
Foundation Package	3 sessions	45 minutes each	Rs. 2,499
Clarity Package	5 sessions	45 minutes each	Rs. 3,999

3. Prerequisites : Before Your Session

To ensure the best possible session experience, the following are mandatory for all clients:

- Complete the Intake Registration Form (Google Form), it will be made available to you.
- Read and agree to these Terms & Conditions in full.
- Make full payment before the session is confirmed.
- Complete the Pre-Session Questionnaire sent to you after payment. This must be filled and submitted at least 6 hours before your scheduled session.

Why the Pre-Session Questionnaire?

Rupali reads every questionnaire personally before your session. This allows her to understand your situation in advance, prepare relevant insights, and make every minute of your session meaningful and personalised, rather than spending session time on background details.

4. What You Receive : Post-Session Benefits

Every completed session includes the following:

- A focused Counselling & Guidance session, personalised to your situation and questionnaire responses.
- Verbal analysis of key emotional/relational patterns identified during the session.
- Clear, actionable Way Forward — practical steps tailored to your specific situation.
- Space to ask questions and seek clarifications during the session.
- All packages will also receive written documents with infographics on their way forward for the relationship

“Package clients additionally receive continuity across sessions , this is ensured as each session builds on the previous one, allowing for deeper understanding and more lasting change over time”

5. Payment Policy

- All sessions must be paid for in full before the session is confirmed and scheduled.
- Accepted payment method: UPI (UPI ID / QR Code will be shared upon booking).
- After payment, please share the payment screenshot via WhatsApp or the intake form for confirmation.
- Session slots are not reserved until payment is confirmed.
- Package sessions must be used within 60 days of purchase. Unused sessions after 60 days will lapse without refund.

6. Cancellation & Rescheduling Policy

Situation	Policy
Client cancels 24+ hours before session	Free rescheduling to a new slot
Client cancels within 24 hours of session	No refund. One free rescheduling allowed
Client does not show up (no-show)	Session is forfeited. No refund, no rescheduling
Rupali cancels or reschedules	Full reschedule offered, or full refund if preferred
Refunds	No monetary refunds once session is confirmed, except in case of provider cancellation

7. Confidentiality & Privacy

- Everything shared during your session is strictly confidential.
- No personally identifiable information, session details, or disclosures will ever be shared publicly — including on social media, YouTube, or any other platform.
- Anonymised, generalised patterns may occasionally be discussed in educational content — but never in a way that could identify any individual.
- Rupali does not share client contact details with any third party.

Your privacy and dignity are a priority. You can speak freely without fear of judgment or exposure.

8. Scope of Services & Important Limitations

Please read this section carefully.

Mind Matters Counselling & Guidance Sessions are NOT a substitute for clinical therapy, psychiatric treatment, or emergency mental health services.

Rupali will not be able to provide sessions to individuals dealing with: active suicidal ideation or self-harm, diagnosed psychiatric disorders (schizophrenia, bipolar disorder, severe clinical depression, PTSD, etc.), active substance dependency, or any situation requiring clinical/medical intervention.

If any of the above apply to you or emerge during a session, Rupali will compassionately refer you to appropriate professional resources. This is done out of care for your safety — not as a rejection.

In case of a mental health emergency, please contact:

- iCall (TISS): 9152987821
- Vandrevala Foundation: 1860-2662-345 (24x7)
- NIMHANS Helpline: 080-46110007

9. Client Responsibilities

- Provide honest and accurate information in the intake form and pre-session questionnaire.
- Join the session on time. A 10-minute grace period is offered. Sessions will not be extended for late arrivals.
- Ensure a private, quiet environment during the session.
- Treat Rupali with respect. Abusive, threatening, or inappropriate behaviour will result in immediate termination of the session with no refund.
- Understand that outcomes depend significantly on your openness, honesty, and effort — counselling is a collaborative process.

10. Disclaimer

Insights, guidance, and perspectives shared during sessions are based on Rupali's educational background and professional understanding of psychology. They are intended to support self-awareness and personal growth.

Results vary from person to person. Mind Matters does not guarantee specific outcomes from counselling sessions. The client remains responsible for their own decisions and actions.

11. Agreement & Consent

By booking and paying for a session, you confirm that:

- You have read and understood these Terms & Conditions in full.
- You agree to all policies outlined in this document.
- You consent to the session being conducted online and understand its non-clinical nature.
- You are 18 years of age or older (or have parental consent if under 18).

Thank you for trusting Mind Matters with your mental wellbeing.

For queries, reach out via Instagram DM: @mind_matters_rupali

Mind Matters | Rupali | M.Sc. Psychology | Relationship Counsellor