

Let-Go Journal (PTY) LTD — Terms of Agreement

Last Updated: 2025-09-27

1. Introduction & Acceptance

Welcome to Let-Go Journal. These Terms of Agreement (“Terms”) govern your participation as a Therapist, Coach, Attorney, or other verified professional (collectively, “Professional”) who offers services through the Let-Go Journal platform (“Platform”). By registering as a Professional, you acknowledge that you have read, understood, and agree to comply with these Terms, the Privacy Policy, and the Code of Ethics. If you do not agree, you must not register or continue using the Platform.

2. Eligibility

- You must be 18 years or older.
- You must hold a valid license, registration, or equivalent qualification in your field.
- You must be legally authorized to provide your professional services in your country of practice.
- Attorneys must be admitted and enrolled in good standing under the Legal Practice Act 28 of 2014 and any applicable LPC rules.
- You must promptly inform Let-Go Journal if your professional license expires, is suspended, or revoked.

3. Registration & Verification

- You agree to provide accurate and truthful information.
- You consent to credential and identity verification.
- False or unverifiable information may lead to suspension or removal.

4. Use of the Platform

- You agree to use the Platform lawfully and professionally.
- Harassment, discrimination, or harmful conduct is prohibited.

- You are responsible for account confidentiality.
- Attorneys must comply with confidentiality and professional conduct rules.

5. Service Delivery

- Communicate professionally and respectfully.
- Maintain strict client confidentiality.
- You are responsible for service quality and outcomes.
- Attorneys must ensure legal compliance when providing services.
- Obtain any additional consents required by law.

6. Payment Terms

- Transaction/Booking Fee (User): Users are only charged a transaction/booking fee equal to 10% of the booking amount for each confirmed booking. This fee is added to the total session cost at checkout and is non-refundable once the booking is confirmed.
- These fees cover platform maintenance, client allocation, secure payment processing, administrative support, and service promotion.
- The Professional remains responsible for any bank charges or transaction costs associated with payouts.
- All refunds and cancellations must follow the Platform's published Refund Policy.
- Each Professional is responsible for declaring and remitting applicable taxes, including VAT or other levies under local law.
- Let-Go Journal reserves the right to adjust its fee structure with reasonable prior notice to both Users and Professionals.

7. Limitation of Liability

- Let-Go Journal is a facilitation platform and does not provide professional services.
- Let-Go Journal is not liable for outcomes or disputes between clients and Professionals.
- Professionals indemnify Let-Go Journal for claims arising from their services.

8. Termination

- Let-Go Journal may suspend or terminate accounts for violations.
- Professionals may request account closure anytime.
- Outstanding bookings or payouts will follow platform policies.

9. Governing Law & Dispute Resolution

- Governed by South African law.
- Disputes require mediation/arbitration before legal action.
- Attorneys remain under LPC jurisdiction for professional conduct.

10. Privacy Policy for Professionals (POPIA Compliance)

Let-Go Journal complies with the Protection of Personal Information Act (POPIA).

11. Code of Ethics

- Confidentiality
- Competence
- Integrity & Honesty
- Professional Boundaries
- Respect & Non-Discrimination
- Duty of Care
- Compliance with laws and professional standards

12. Acknowledgement

By registering, you confirm that you:

- Have read and agree to these Terms.

- Consent to data processing.
- Agree to comply with all laws, ethical rules, and platform policies.