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Effective Date: June 21, 1999

Last Updated: January 10, 2026

1. Introduction

These Terms and Conditions, effective as of January 2026, govern the use of services provided by Holly Shantara & Associates, operating under the DBA LifeStar Coaching®, LifeStar Creations®, and HollyShantara.com. By accessing or using our services, you, the Client, agree to comply with and be bound by these terms.

2. Services

The coaching services provided are designed to help you achieve your personal and professional goals. Services include coaching sessions, workshops, and other related services as described on the website HollyShantara.com.

3. Client Responsibilities

- Clients must provide accurate and complete information during the registration process.
- Clients agree to participate fully in the coaching process and to communicate openly and honestly with their coach.
- Clients are responsible for their own actions and decisions during and after the coaching process.

4. Payment Terms

- Payment for services must be made in full before any coaching sessions begin. Services will begin upon receipt of payment.
- Accepted Payment Methods: We accept major credit cards, digital payment platforms (e.g., Zelle, Stripe, PayPal, Venmo, Cash App), and corporate business checks.
- Payment Plans: Clients can pay in full or through a payment plan as detailed in our qualified services. Clients remain responsible for completing all payments, even if they terminate a coaching plan before its conclusion.
- Alternative Payment Methods: We may consider barter for goods or services, Bitcoin and other digital currencies, charity offerings, and pro bono work. These alternative methods are exceptions to our standard, non-negotiable rates and will be evaluated...

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4. Payment Terms (Cont.)

- ...based on mutual professional/client integrity, intuition, discernment, and individual circumstances.
- To avoid being charged for the session, cancel at least 24 hours in advance.

5. Scheduling and Plan Policies

- **Scheduling and Plan Value:** After buying a plan, clients can book their appointments. Depending on the plan, clients can use session time for scheduled appointments or on-the-go fast-track coaching. Time used will be deducted from your "Time Bank" in 15-, 30-, or 60-minute increments.
- **Plan Extensions:** Sessions are valid for the duration specified in each plan. You may request extensions, and I will consider them on a case-by-case basis.
- **Cancellation Policy:** Same-day appointments or those made within 24 hours are exempt from the cancellation policy. Please cancel at least 24 hours in advance to avoid being charged for the session.

6. Confidentiality and Security

- All information shared during coaching sessions is confidential and will not be disclosed to third parties without the client's consent, except as required by law.
- We will take reasonable steps to protect client information. Our website uses SSL (Secure Sockets Layer) to ensure secure connections and protect your data during transmission. Wix, our website platform, adheres to industry standards for data protection and security. Additionally, we utilize standard payment processors like Stripe, which employs encryption to protect your payment information.

7. Limitation of Liability

- Coaching services are provided on an "as is" basis. We make no guarantees about results, which depend on client participation.
- Holly Shantara will not be held liable for any direct, indirect, incidental, or consequential damages arising from the use of services.



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8. Changes to Terms and Conditions

These Terms and Conditions may be updated from time to time. We will post any changes on HollyShantara.com. The last update was made on September 10, 2026.

9. Contact Information

For questions or concerns about these Terms and Conditions, please contact us at Levelup@Hollyshantara.com.

Additional Provisions

Coaching Prep Form

To add more value in preparation for your sessions, you are invited to complete the Coaching Preparation Form. Although it's not required, the form helps you organize your thoughts and intentions so you get the most value from your coaching session.

Refunds & Gifting

We don't offer refunds for pre-purchased sessions or plans. However, you may gift or donate your session(s) if you can't fulfill your plan for any reason. The reason must be in writing, and the terms must be mutually agreed upon and accepted by you and Holly Shantara.

Tax Deductions

Holly Shantara Farrow is listed with the IRS as a personal & business consultant and is eligible for a business deduction for "professional services" under the following DBA: Holly Shantara Farrow Consulting. Please check with your accountant for more information. You may issue a 1099 or request a W9 for independent contracting. Please check with Holly Shantara for potential tax deduction advantages.