ReiSpace Terms of Service

Version 1.0 | September 2026
ReiSpace Technologies Inc.

These Terms of Service ("Terms") govern access to and use of the ReiSpace website, application, digital services, organizational programs, and related features provided by ReiSpace Technologies Inc. ("ReiSpace", "we", "us", or "our").

By creating an account, purchasing a membership, accepting sponsored access, or otherwise using a feature that requires acceptance of these Terms, you agree to these Terms and the ReiSpace Privacy Policy. If you do not agree, do not use features that require acceptance.

1. ABOUT REISPACE

ReiSpace provides organizational mental-health infrastructure and digital wellness services for individuals, practitioners, employers, universities, community organizations, governments, funders, and other partners.

ReiSpace may provide public resources, guided navigation, wellness tools, culturally responsive practitioner discovery, referral and booking support, sponsored access, individual membership, organizational administration, practitioner-network functionality, and related services.

ReiSpace is not itself a substitute for a regulated healthcare professional. When a user chooses to receive clinical services from a practitioner, a separate professional relationship is formed with that practitioner or responsible clinical entity.

2. PUBLIC AND REGISTERED ACCESS

Some public information, approved resources, practitioner profiles, and crisis information may be available without an account.

Registered and personalized features may require one of the following:
an individual ReiSpace membership;
a valid organization-sponsored entitlement; or
an authorized pilot, promotional, research, or other approved access entitlement.

There is no general free registered-user tier at launch unless ReiSpace expressly identifies a feature as free.

3. ACCOUNT ELIGIBILITY AND YOUTH

For the initial launch, registered ReiSpace accounts are intended for users age 16 and older.

Users age 16 or 17 may be required to have a parent or legal guardian authorize contractual terms, paid membership, or other transactions where required by law or by the nature of the service.

This platform age rule is separate from the legal and clinical rules governing consent to mental-health treatment. A regulated practitioner remains responsible for assessing consent and capacity for treatment, including mature-minor, substitute-decision-maker, and parental-involvement requirements that apply to the service and jurisdiction.

ReiSpace does not intentionally create registered accounts for children under age 16 in the initial launch configuration. Public resources and crisis information may still be available without a registered account.

You must provide accurate age and account information. ReiSpace may restrict or reconfigure access where age, consent, identity, or eligibility information is inaccurate or incomplete.

4. ACCOUNTS AND SECURITY

You are responsible for:
providing accurate and current account information;
maintaining the confidentiality of your credentials;
using multi-factor or other authentication controls where required;
not sharing a personal account with another person;
not attempting to access another person's account or restricted system area; and
notifying ReiSpace promptly if you believe your account or credentials have been compromised.

ReiSpace may apply additional security requirements to practitioners, organization administrators, ReiSpace administrators, and other privileged roles.

5. REIGUIDE AND DIGITAL WELLNESS FEATURES

ReiGuide and similar digital features support navigation, education, reflection, personalization, and next-step guidance.

They are not diagnostic tools and do not replace assessment, diagnosis, treatment, or professional judgment by a regulated healthcare provider.

Recommendations may be informed by information you choose to provide, including language, modality, availability, cost, accessibility, culture, faith, identity, lived-experience, and other preferences where relevant to the feature.

You remain free to accept, reject, or explore alternatives to any suggested resource or practitioner.

6. PRACTITIONER DISCOVERY AND MATCHING

ReiSpace may help users discover and connect with practitioners based on approved matching criteria and practitioner information.

A match, recommendation, directory listing, or referral does not guarantee clinical suitability, availability, outcome, or compatibility. Users may review available information and decide whether to proceed.

Practitioners are responsible for maintaining the licences, registrations, insurance, scope, competence, and professional obligations required for their services. ReiSpace may suspend or remove a practitioner from public availability where credentials, verification, insurance, training, conduct, or other network requirements are not satisfied.

7. CLINICAL SERVICES

Clinical services are distinct from general ReiSpace platform services and membership.

When you receive clinical care, the treating practitioner or responsible clinical entity is responsible for:
explaining the nature and limits of the clinical service;

obtaining informed consent for treatment;
assessing capacity and applying applicable youth or substitute-decision-maker rules;
maintaining professional and clinical records;
meeting college, statutory, ethical, and mandatory-reporting duties; and
providing information about fees, cancellation, confidentiality, and clinical complaints that apply to that relationship.

ReiSpace may provide technology, administration, payment, scheduling, referral, or information-management services to support that relationship.

8. MEMBERSHIP, SPONSORED ACCESS, AND CLINICAL FEES

Individual membership and clinical-service payments are separate.

At launch, an individual membership may be offered at CAD $71.88 per year plus applicable taxes, presented as the equivalent of $5.99 per month billed annually. The price shown at checkout controls if pricing changes.

An organizational sponsor may fund a user's platform access or eligible services. A valid sponsored entitlement may replace the need for an individual membership during the sponsorship period.

Therapy and other clinical services may involve additional charges unless they are covered under a specific organizational, government, insurance, funded-session, or other authorized arrangement.

The practitioner rate and material purchase terms will be presented before a paid clinical session is booked where the platform controls that transaction.

9. PAYMENTS, REFUNDS, AND BILLING

Payments may be processed by third-party payment providers.

You authorize the applicable charge when you complete a purchase. ReiSpace may retain transaction references, payment status, entitlement information, amount, date, refunds, and reconciliation information without storing full payment-card data.

Refund eligibility depends on the product, applicable law, contract, payment channel, and circumstances. App-store purchases may also be subject to the store's rules.

Where a directly billed individual membership becomes organization-sponsored, ReiSpace may apply a prorated refund, credit, pause, or other entitlement treatment where operationally available and appropriate to avoid double billing.

10. ORGANIZATION-SPONSORED ACCESS AND PRIVACY

A sponsor's payment for access does not make the sponsor the owner of a user's private ReiSpace account or mental-health information.

Standard organization administrators do not receive an individual's ReiGuide answers, private wellness content, searches, matching preferences, practitioner relationship, messages, clinical notes, appointment details, or individual clinical billing information.

Organizations may receive contract-administration information and approved aggregate or de-identified

reporting subject to privacy safeguards and minimum-cohort or similar disclosure controls.

Additional terms between ReiSpace and the sponsoring organization may govern eligibility, billing, program configuration, reporting, service limits, and funded-session arrangements.

11. AI-ASSISTED FEATURES

ReiSpace may use approved AI-assisted technologies for limited functions such as navigation, psychoeducation, personalization, resource support, or explaining matching options.

AI-assisted features do not diagnose, prescribe treatment, make final clinical decisions, or replace a regulated practitioner.

AI clinical scribing is not a routine launch feature unless ReiSpace expressly enables it under an approved governance, privacy, and clinical process.

12. CRISIS AND EMERGENCIES

ReiSpace is not an emergency-monitoring service and does not guarantee real-time review of user activity, journals, messages, or digital wellness entries.

Do not rely on ReiSpace for immediate emergency response.

If you or another person is in immediate danger, contact local emergency services. In Canada, call 911 for an emergency or call or text 988 for suicide-crisis support.

Practitioners may have separate professional duties to act where there is serious risk of harm, child protection concern, court order, or another circumstance requiring action under applicable law or professional standards.

13. RESPONSIBLE USE

You must not:
use ReiSpace for unlawful, fraudulent, threatening, abusive, discriminatory, or harmful conduct;
impersonate another person or misrepresent professional credentials;
attempt unauthorized access to accounts, systems, APIs, administrative functions, or data;
interfere with security, authentication, monitoring, rate limits, or protective controls;
upload malware or use automated tools to scrape, probe, reverse engineer, or disrupt the platform except where expressly authorized;
harvest personal information or use information obtained through the platform for unauthorized marketing, surveillance, harassment, or discrimination;
copy, reproduce, commercialize, or create competing products from protected ReiSpace software, content, workflows, or proprietary materials except as permitted by law or written agreement; or
use the platform in a way that infringes another person's rights.

14. PRIVACY AND DATA

The ReiSpace Privacy Policy explains how personal information is handled.

Where ReiSpace processes health information on behalf of a practitioner, custodian, trustee, health information custodian, or other regulated entity, additional privacy and information-management terms

may apply.

Account deactivation does not necessarily erase records that must be retained for legal, clinical, regulatory, tax, security, fraud-prevention, or contractual reasons.

15. INTELLECTUAL PROPERTY

The ReiSpace platform, software, designs, workflows, text, training materials, trademarks, feature names, documentation, and other intellectual property are owned by ReiSpace Technologies Inc. or its licensors, except where ownership is expressly allocated differently by a written agreement within the ReiSpace corporate group or with a third party.

Your use of ReiSpace gives you a limited, revocable, non-exclusive, non-transferable right to use the service for its intended purpose. No ownership is transferred to you.

16. THIRD-PARTY SERVICES

ReiSpace may integrate or link to third-party services such as payment processors, communication tools, maps, external resources, or practitioner services.

Those third parties may have their own terms and privacy practices. ReiSpace is not responsible for a third party's independent conduct outside ReiSpace's control, but ReiSpace remains responsible for its own obligations when it engages a service provider to act on its behalf.

17. SERVICE CHANGES AND AVAILABILITY

ReiSpace may update, improve, suspend, replace, or discontinue features as the platform evolves.

We work to provide reliable services but do not guarantee uninterrupted or error-free availability. Maintenance, security events, internet failures, third-party outages, force majeure, or other circumstances may affect availability.

Where a material change affects a paid entitlement, privacy practice, or essential user right, ReiSpace will provide notice or other treatment required by law or contract.

18. SUSPENSION AND TERMINATION

ReiSpace may suspend or restrict access where reasonably necessary to:
protect a user or the platform;
investigate misuse, fraud, security, or privacy concerns;
respond to legal or regulatory requirements;
address unpaid fees or expired entitlements;
enforce practitioner or organizational obligations; or
enforce these Terms.

Where appropriate, ReiSpace will preserve access to privacy rights, account information, data export, historical records, or other legally required functions despite a billing or entitlement change.

19. DISCLAIMERS

General wellness, educational, navigation, matching, and automated content is provided to support informed choice and is not medical advice.

To the extent permitted by applicable law, ReiSpace does not guarantee a particular therapeutic outcome, practitioner availability, match quality, employer outcome, or uninterrupted service.

Nothing in these Terms excludes a statutory right, consumer protection, privacy right, professional duty, or liability that cannot lawfully be excluded.

20. LIMITATION OF LIABILITY

To the extent permitted by applicable law, ReiSpace is not liable for indirect, incidental, special, exemplary, or consequential losses arising solely from circumstances outside its reasonable control or from a user's unauthorized, unlawful, or materially improper use of the platform.

Any limitation is subject to applicable consumer, privacy, health, professional, and other non-waivable legal protections.

21. CHANGES TO THESE TERMS

ReiSpace may update these Terms when services, pricing, legal obligations, vendors, product functionality, or operating practices change.

Material changes will be communicated in an appropriate manner. Continued use after an effective change constitutes acceptance where permitted by law. Where renewed express consent is required, ReiSpace will request it.

22. GOVERNING LAW

These Terms are governed by the laws applicable to the ReiSpace entity providing the service and the user's relationship, without limiting mandatory rights that apply in the user's province or territory.

Unless a mandatory law requires otherwise, disputes involving ReiSpace Technologies Inc. are governed by the laws of Alberta and the federal laws of Canada applicable there.

23. CONTACT

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