

# One Hope Counseling and Looking Up with Hope

## Terms and Conditions of Service

*Effective Date: 4/23/2026*

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Please read these Terms and Conditions carefully before using the services of One Hope Counseling or Looking Up with Hope. By accessing our website, scheduling an appointment, or engaging any of our services, you agree to be bound by the following terms. If you do not agree, please do not use our services.

### 1. About Our Services

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One Hope Counseling provides the following professional services:

- Professional Counseling — Licensed mental health counseling services delivered from a Christian perspective, integrating biblical principles with evidence-based therapeutic practices.

Looking Up with Hope provides the following professional services:

- Public Speaking — Keynote addresses, workshops, and presentations on a range of faith, personal growth, and family-related topics.
- Educational Resources — Written materials and online content including a book and other resources for parents navigating estrangement from an adult child.

### 2. Counseling vs. Crisis

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It is important that clients understand the following:

#### Professional Counseling

Professional counseling is provided by a licensed mental health professional and is regulated by state law. It may involve the diagnosis and treatment of mental health conditions and is governed by professional ethical codes and licensing board requirements. If client choose to use insurance for their sessions, a mental health diagnosis is required, which becomes a part of the client's official medical record.

#### No Crisis Services Provided

Our services are not intended for emergency use. If you are experiencing a mental health crisis or are in immediate danger, please contact emergency services by calling 911, or contact the 988 Suicide and Crisis Lifeline by calling or texting 988.

### 3. Eligibility

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Our services are available to individuals 18 years of age and older unless a parent or legal guardian has provided written consent for a minor. By using our services, you represent that you meet these requirements.

## 4. Scheduling, Cancellations, and Fees

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- Appointments must be scheduled in advance. Walk-in sessions are not available.
- We require at least 24 hours' notice to cancel or reschedule an appointment. Late cancellations or no-shows may result in a cancellation fee.
- Fees for all services will be communicated clearly prior to your first appointment or engagement. One Hope Counseling and Looking Up with Hope reserve the right to update their fee schedules with reasonable notice.
- Payment is due at the time of service unless a prior payment arrangement has been established in writing.
- We will bill your insurance for counseling sessions with the exception of insurers for which One Hope is an out-of-network provider. In that event, a superbill may be provided upon request for clients who wish to seek reimbursement from their insurance provider.

## 5. Confidentiality

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We take your privacy seriously. Information shared in counseling or coaching sessions is held in strict confidence in accordance with applicable state and federal laws, including HIPAA where applicable. Confidentiality has legal limits, including but not limited to:

- Imminent risk of harm to yourself or others.
- Suspected abuse or neglect of a child, elderly person, or vulnerable adult.
- A valid court order requiring disclosure.

In these situations, we may be required by law to disclose information to appropriate authorities without your prior consent. Your counselor or coach will explain the scope of confidentiality at the start of your engagement.

## 6. Faith-Based Approach

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One Hope Counseling and Looking Up with Hope operate from a Christian worldview. Our counseling and coaching services integrate Scripture, prayer, and Christian principles. While we welcome clients of all backgrounds, clients should be aware that faith is a foundational element of our approach. Engagement of our services does not require that clients share our faith, but it does mean that Christian values and biblical teaching will inform the work we do together.

## 7. Public Speaking Engagements

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Requests for speaking engagements are subject to availability and a separate speaking agreement. By booking a speaking engagement, the hosting organization agrees to:

- Provide accurate information regarding the event format, audience, and any special requirements.
- Honor any agreed-upon honorarium, travel reimbursement, or other compensation.
- Not record, broadcast, or reproduce any portion of the presentation without prior written permission.

## 8. Books and Written Resources

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All written content produced by One Hope Counseling and Looking Up with Hope, including books, articles, blog posts, and other materials, is protected by copyright. You may not reproduce, distribute, or create derivative works from our content without express written permission with the exception of brief quotations that may be used with proper citation. Content shared on our website or in our publications is intended for informational and inspirational purposes and does not constitute professional counseling or legal advice.

## 9. Website Use

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By visiting our website, you agree to use it only for lawful purposes and in a manner that does not infringe on the rights of others. We reserve the right to update, modify, or remove website content at any time without notice. Links to third-party websites are provided for convenience only and do not constitute an endorsement of those sites or their content.

## 10. Limitation of Liability

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One Hope Counseling and Looking Up with Hope are not liable for any indirect, incidental, or consequential damages arising from your use of our services or website. Our liability is limited to the fees paid for the specific service in question. Nothing in these terms limits liability for gross negligence or intentional misconduct.

## 11. Changes to These Terms

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We reserve the right to update these Terms and Conditions at any time. Changes will be posted on our website with a revised effective date. Continued use of our services after any changes constitutes your acceptance of the updated terms.

## 12. Governing Law

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These Terms and Conditions are governed by the laws of the state in which One Hope Counseling and Looking Up with Hope operate, without regard to its conflict of law provisions.

## 13. Contact Information

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If you have questions about these Terms and Conditions, please contact us at:

### **One Hope Counseling**

Email: [info@onehopecounseling.com](mailto:info@onehopecounseling.com)

Phone: 320-808-3070

Website: [www.onehopecounseling.com](http://www.onehopecounseling.com)

Mailing Address: 625 Broadway St Ste 102  
Alexandria, MN 56308

### **Looking Up with Hope**

Email: [info@lookingupwithhope.com](mailto:info@lookingupwithhope.com)

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*By using our services, you acknowledge that you have read, understood, and agree to these Terms and Conditions.*