

Policies & Client Information

Emotional Reset — Mace Energy Method (MEM) & Spirit Guided Remote Spirit Release

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Emotional Reset is a sole-practitioner wellness practice based in Cyprus, offering Mace Energy Method (MEM) sessions to clients both in person and online, and Spirit Guided Remote Spirit Release sessions delivered exclusively online, to clients across Europe, the USA, the Middle East, and beyond. This document sets out how we handle your data, your concerns, your wellbeing, and our fees, so you know exactly what to expect when working with us.

About our two services:

- **MEM sessions** are interactive and involve your active participation, delivered in person in Cyprus or online via video call.
- **Spirit Guided Remote Spirit Release sessions** are conducted entirely online and remotely, and do not require your active participation during the session itself — you do not need to be on a call or engaged in real time while the work is carried out.

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1. Privacy & Data Protection

As a practice operating in Cyprus, we handle personal data in line with the EU General Data Protection Regulation (GDPR) and applicable Cyprus data protection law, regardless of where in the world you are joining us from.

What we collect

- Contact details (name, email, phone number, country of residence)
- Session notes and information you share relevant to your sessions
- Booking and payment records (processed via our booking and payment providers)
- Communications between us, such as emails or messages

How we use it

- To arrange, deliver, and follow up on your sessions
- To maintain accurate client records for continuity of care
- To meet accounting and legal obligations
- To send you information you have specifically opted in to receive, such as newsletters or offers

Storage and security

Your information is stored securely using password-protected systems and reputable, GDPR-compliant third-party providers (for example, booking platforms, video-call software, and payment processors). Session notes are kept confidential and are never shared with third parties without your consent, except where required by law.

International clients

Because clients join us from outside the EU/EEA (including the USA, the UK, and the Middle East), some data may be processed on servers located in those regions via the third-party tools we use. We only work with providers who maintain appropriate data protection standards.

Your rights

You have the right to request access to, correction of, or deletion of your personal data, and to withdraw consent for marketing communications at any time. To make such a request, please contact us using the details at the end of this document.

Retention

Session and client records are retained for as long as necessary to provide ongoing support and to meet accounting or legal requirements, after which they are securely deleted.

Spirit Guided Remote Spirit Release sessions

Spirit Guided Remote Spirit Release sessions are delivered by a two-practitioner team, working the session together remotely. This means relevant client information is shared with the fellow practitioner involved in your session, solely for the purpose of delivering that session. All practitioners and colleagues who work with Emotional Reset are bound by, and comply fully with, the confidentiality and data protection commitments set out in this policy.

2. Complaints Handling

We take feedback and concerns seriously and want every client to feel heard and respected. If something about your experience with Emotional Reset falls short of what you expected, please tell us.

How to raise a concern

- Email us directly with details of your concern, including relevant dates and session information
- We aim to acknowledge all complaints within 2 working days
- We aim to provide a full response, or a clear plan for resolution, within 10 working days

Our process

1. Your complaint is reviewed personally and in confidence.
2. We may contact you to clarify details or discuss the matter further.
3. We will explain what happened (where possible) and what steps, if any, will be taken in response.
4. If you are not satisfied with the outcome, you are welcome to request a further review.

Please note: As MEM is offered as a complementary wellness service rather than a regulated clinical or medical treatment, complaints relating to medical or psychiatric matters should also be directed to an appropriately licensed healthcare professional.

3. Health & Safety

Scope of practice

MEM is offered as a wellness and stress-relief practice. It is not a substitute for medical, psychiatric, or psychological treatment. If you are currently under the care of a doctor, therapist, or psychiatrist, MEM sessions are intended to complement, not replace, that care.

In an emergency: If you are experiencing a medical or psychiatric emergency, or are at risk of harming yourself or others, please contact your local emergency services immediately, or a crisis line in your country, rather than waiting for a scheduled session.

In-person sessions (Cyprus)

- The practice space is kept clean, comfortable, and free of hazards
- Clients are asked to inform us in advance of any relevant physical or medical conditions that may affect the session
- Basic first-aid provisions are available on-site

Online sessions

- Clients are responsible for joining sessions in a private, safe, and comfortable environment
- A stable internet connection is recommended; sessions may be rescheduled where connectivity issues prevent effective delivery
- If you feel unwell, distressed, or unsafe during a session, please let us know immediately so the session can be paused or adjusted

Client wellbeing and safeguarding

If, at any point, we believe a client's needs fall outside the appropriate scope of MEM (for example, where a client may be at risk, or where symptoms suggest a need for clinical assessment), we will discuss this openly and, where appropriate, recommend referral to a licensed medical or mental health professional.

Spirit Guided Remote Spirit Release sessions

This service is offered as a complementary energy practice and is delivered entirely remotely, without the need for you to be present on a call or actively engaged during the session. Because of this format, please note the following:

- You will be told in advance the scheduled approximate time window for your session, and a summary or follow-up will be shared with you afterwards.
- This service is not a diagnosis, treatment, or cure for schizophrenia, psychosis, or any other medical or psychiatric condition, and is not a substitute for psychiatric or medical care.
- If you, or the person on whose behalf a session is booked, are currently under the care of a psychiatrist, doctor, or mental health service, that care should continue as normal and without interruption. Please do not stop or alter any prescribed treatment or medication on the basis of this service.
- If you or your loved one experience a mental health crisis, please contact emergency services or a crisis line in your country immediately — this service is not designed or equipped for crisis response.
- We ask that a family member, carer, or the client themselves remains contactable around the time of a scheduled session, in case follow-up is needed.

4. Refund Policy

Cancellations and rescheduling

Notice given	Outcome
More than 24 hours before the session	Free rescheduling, or full refund if preferred
Less than 24 hours before the session	Session fee is retained; one complimentary rescheduling may be offered at our discretion
No-show (no notice given)	Session fee is retained; no automatic refund or rescheduling

Packages and multi-session bookings

- Unused sessions within a prepaid package remain valid indefinitely, but are not transferrable to other persons.
- Emotional Reset sessions are non-refundable in principle.
- In exceptional circumstances, a refund request may be considered at the sole discretion of the principal practitioner.

Technical issues

If a scheduled online session cannot go ahead due to a technical failure on our side, you will be offered a free rescheduled session.

Spirit Guided Remote Spirit Release sessions

Sessions are prepared and delivered individually by a two-practitioner team once booked, and as such, fees for Spirit Guided Remote Spirit Release sessions are non-refundable in principle.

In exceptional circumstances, a refund request may be considered at the sole discretion of the principal practitioner.

How refunds are processed

Approved refunds are returned to the original payment method within 20 working days.

5. Professional Conduct

Our commitment to you

- Sessions are conducted with honesty, respect, and full attention to your wellbeing
- Client confidentiality is maintained at all times, in line with our Privacy & Data Protection policy above
- We work within the recognised scope of MEM and Spirit Guided Remote Spirit Release, and do not diagnose, prescribe, or claim to treat medical or psychiatric conditions.
- Where a client or their family is engaging with Spirit Guided Remote Spirit Release, we are not giving any advice regarding engagement with psychiatric or medical care. Spirit Guided Remote Spirit Release is not a replacement for medical care.
- Spirit Guided Remote Spirit Release sessions are delivered by a two-practitioner team; every colleague involved complies fully with the policies set out in this document, including confidentiality and data protection.

- Clear, honest communication about what our services can and cannot offer, so you can make an informed choice about your care.
- Appropriate professional boundaries are maintained in all client relationships.

What we ask of clients

- Honesty and openness about relevant health information including use of medication and all relevant medical history, so sessions can be delivered safely.
- Respectful conduct during sessions and in all communications.
- Timely notice if you are unable to attend a scheduled session.

Continuing development

We are committed to ongoing training and development in MEM, Spirit Guided Remote Spirit Release, and related practices, to ensure clients receive a consistently high standard of support.

If you have any questions about these policies, or would like to make a request relating to your data, a complaint, or a refund, please get in touch:

Emotional Reset

Website: emotionalreset.com