

The Unapologetically Bare Mentorship Program

Terms and Conditions

Description of Mentoring: Mentoring is a partnership (defined as an alliance, not a legal business partnership) between the Mentor and the Mentee, as a learning relationship, involving the skills and knowledge between a Mentor and Mentee through developmental conversations, experience sharing, and role modelling. It is a thought-provoking and creative process that inspires the Mentee to maximize personal potential and develop creative ways to carry out a plan to achieve those goals, with a focus purely on your agenda. Mentoring is supportive and non-judgmental. You enter mentoring with the understanding that you are responsible for creating your own results.

Definition of Mentor: A Mentor is an individual who provides developmental conversations, drawing on their knowledge, skills, and experiences to help the Mentee maximize their personal potential through a role-modelling relationship.

Definition of Mentee: A Mentee is a self-motivated individual who is committed to their personal and professional growth, who identifies skills, knowledge, and goals he or she would like to achieve with the assistance of a Mentor.

1) Mentor-Mentee Responsibilities

A. Mentor will create a safe space for discussion between Mentor and Mentee to meet virtually for each scheduled session. To maintain privacy and confidentiality, both parties agree to be the only two people in the room during the meeting. Meetings are not recorded via Google Meets or through any external devices without the mutual consent (verbal or written) of the parties. Both Mentor and Mentee agree to be mutually respectful to one another. Profanities or any discriminatory or vulgar behaviour will not be tolerated and will result in immediate termination of the mentoring relationship, with no refund provided in such an event.

B. Mentee is solely responsible for creating and implementing his or her own physical, mental, and emotional well-being, decisions, choices, actions, and results arising out of or resulting from the mentoring relationship and his or her mentoring calls and interactions with the Mentor. As such, the Mentee agrees that the Mentor is not and will not be liable or responsible for any actions or inaction, or for any direct or indirect result of any services provided by the Mentor. The Mentee understands that mentoring is not therapy and does not substitute for therapy if needed, and does not prevent, cure, or treat any mental disorder or medical disease. The Mentee is responsible for his

or her own well-being. The Mentee will do their part to create a calm, receptive environment for the session(s) and to be patient and engage in honest self-reflection.

C. Mentee acknowledges that mentoring does not involve the diagnosis or treatment of mental disorders as defined by the Canadian Psychiatric Association and that mentoring is not to be used as a substitute for counseling, psychotherapy, psychoanalysis, mental health care, substance abuse treatment, or other professional advice by legal, medical, or other qualified professionals and that it is the mentee's exclusive responsibility to seek such independent professional guidance as needed. If the Mentee is currently under the care of a mental health professional, it is recommended that the Mentee promptly inform the mental health care provider of the nature and extent of the mentoring relationship agreed upon by the Mentee and the Mentor.

D. The Mentee understands that in order to enhance the mentoring relationship, the Mentee agrees to communicate honestly, be open to feedback and assistance, and to create the time and energy to participate fully in the session(s).

2) Services

The mentoring service is booked through www.yourbaldbestie.com under the Mentor Program Tab. The Mentee can select the service, reserve their space, and choose their payment option for a single session or a selected plan.

If a single session is selected, the Mentee must book and complete their session within 1 month of the payment date. If a 3-session plan is selected, the Mentee has up to 3 months from the payment date to book and complete the sessions. If a 6-session plan is selected, the Mentee has up to 6 months from the payment date to book and complete the sessions. If the Mentee fails to book and complete the session(s) within the allotted time and does not provide written communication to the Mentor to reschedule, the Mentee forfeits the time with no refund or makeup session.

The parties agree to engage in the Mentoring Program online through Google Meet. Mentor will be available to Mentee via WhatsApp for texting between scheduled meetings, as defined by the Mentor, if the Mentee has purchased a 3- or 6-session bundle. The Mentee must allow the Mentor up to 24 hours, Monday-Friday, Eastern Standard Time for a response via WhatsApp. WhatsApp messaging between Mentor and Mentee is not available to individuals who have purchased the Pay As You Go option. For any email inquiries, regardless of whether a pay-as-you-go, 3, or 6-session package is purchased, the Mentee must allow up to 48 hours, Monday – Friday, Eastern Standard Time, for the Mentor to respond.

The Mentor may agree to provide additional mentoring sessions after completion of the initial agreed-upon session(s). These terms and conditions will apply to any additional sessions provided, and the Loyalty Rate will apply exclusively to Mentees who have completed the Bloom or Thrive Plan. The Loyalty Rate includes 1 x 45-minute session and includes the same perks as the Starter Plan, with continued WhatsApp text messaging check-ins. Once a Loyalty Rate is purchased, the Mentee has up to one year to use the session(s).

If the Mentee is unsatisfied with any of the terms and conditions, the Mentee can contact the Mentor to discuss any concerns and see if they can be resolved before the first mentoring session. Participation by any individual in the first mentoring session constitutes acceptance of these terms and conditions.

3) Schedule and Fees

The mentoring schedule (including number and frequency of sessions) and fees commence once payment is received and processed, and the first session has been booked. Confirmation of the booking will be sent to the Mentee via email.

The date on which the first mentoring session takes place shall be deemed the start date for the mentoring service.

In return for fees payable by the Mentee, the Mentor agrees to provide the services described in this agreement and in accordance with its terms and conditions. All fees for services are due in full at the time of booking, and all sales are final.

4) Procedure

The time of the mentoring meetings will be scheduled based on the time selected by the Mentee at the time of booking. A secure Google Meet link will be sent to the Mentee 24 hours before the scheduled mentoring session. If the Mentor will be at another location for the scheduled session, the Mentee will be notified prior to the scheduled appointment time.

5) Confidentiality

This Mentoring relationship, as well as all information (documented or verbal) that the Mentee shares with the Mentor, is confidential. However, please be aware that the Mentor-Mentee relationship is not considered a legally confidential relationship (like the medical and legal professions), and thus communications are not protected by any similar legally recognized privilege.

The Mentor agrees not to disclose any information pertaining to the Mentee without the Mentee's written consent. The Mentor will not disclose the Mentee's name as a reference without the Mentee's consent. Confidential Information does not include information that: (a) was in the Mentor's possession prior to its being furnished by the Mentee; (b) is generally known to the public or in the Mentee's industry; (c) is obtained by the Mentor from a third party, without breach of any obligation to the Mentor; (d) is independently developed by the Mentor without use of or reference to the Mentor's confidential information; or (e) the Mentor is required by statute, lawfully issued subpoena, or by court order to disclose; (f) is disclosed to the Mentor and as a result of such disclosure the Mentor reasonably believes there to be an imminent or likely risk of danger or harm to the Mentee or others; and (g) involves illegal activity. The Mentee also acknowledges their continuing obligation to raise any confidentiality questions or concerns with the Mentor in a timely manner.

6) Cancellation/Lateness/No Show Policy

We understand life happens, and you may need to reschedule a mentoring session. In the event the Mentee needs to reschedule, it is the Mentee's responsibility to notify the Mentor 2 days in advance of the scheduled session(s) via info@yourbaldbestie.com and cancel the session through their account on www.yourbaldbestie.com. If the Mentee cannot attend a session or will be late to a session, the Mentee must rebook the makeup session within 1 week of the Mentee's cancelled appointment. Sessions not cancelled within 2 days will not be eligible for makeup. If the Mentee does not appear on a call within 15 minutes and has not informed the Mentor that they will be late, need to cancel, or reschedule their session, the Mentor will note the session as a no-show, and no makeup session will be provided, nor will a refund be provided.

Lastly, we have invested time, energy, and our hearts into creating a mentorship discussion that offers motivation, stability, understanding, and trust. If you are late for your appointment, you lose that time. If you do not show up for your appointment, you lose that time with no makeup session accommodation. In turn, we will ensure we are on time to honor your appointments. If, for some reason beyond our control, we must cancel your appointment, we will contact you 72 hours before your scheduled appointment and work with you to reschedule your appointment that accommodates both of our schedules, and as a courtesy, we will extend the rescheduled session to 1 hour instead of 45 minutes as an act of good faith.

Plan	Price	What You Get	Extras	Who It's For
Starter	\$99 / session	1 x 45-minute mentoring session	· Follow-up email	· Flexible support, try-it-out option
Bloom	\$285 (3 sessions)	3 x 45-minute mentoring sessions	· WhatsApp text check-ins (Mon–Fri)	· Short-term guidance and clarity
Thrive	\$510 (6 sessions)	6 x 45-minute mentoring sessions	· Priority scheduling WhatsApp text check-ins (Mon–Fri) · 2 phone check-ins (15 minutes) between sessions	· Ongoing mentorship and deep support
Loyalty Rate	\$70 / session	1 x 45-minute session (for returning mentees only)	- Same perks as Starter Plan PLUS continued WhatsApp text check-ins	Continued guidance after a package

7) Payment Terms

The fee for service(s) is due in full upon booking, and all sales are final. Each session is 45 minutes, via Google Meet, with the exception that if the Mentor must cancel the session, the Mentee will be contacted 72 hours before the scheduled appointment. The Mentor will work with the Mentee to reschedule the appointment that accommodates both the Mentor's and the Mentee's schedules, and, as a courtesy, the Mentor will extend the rescheduled session to 1 hour instead of 45 minutes as an act of good faith. If rates change before this agreement has been signed and dated, the prevailing rates will apply.

Once payment is processed, the Mentee will receive a confirmation email as proof of payment, including a secure link to the booked session(s). In addition, a one-page mentorship agreement and intake form will be sent to the Mentee via email prior to the session for review and signature, and must be returned to the Mentor before the start of the session.

All prices are billed in Canadian Currency. Conversion rates and or other fees may be applied at checkout.

* The rates in this chart include the session service fee but does not include additional fees that may include but not limited to conversation rates and or other fees applied at checkout.

8) Refund Policy

Your purchase of the mentoring services indicates your commitment to work with the Program. I am here to mentor you so you can become the best version of yourself despite your hair loss, and part of that entails your full commitment to this journey. Therefore, it is in your best interest to decide whether you are in it to win it or conclude that this mentoring relationship may not be the best option for you.

Upon payment for the services, you authorize Mentor to process your payment in full. There are no refunds for any single session or session packs; all sales are final, and payment plans are not available.

9) Termination

Either the Mentee or the Mentor may terminate their services at any time with 2 weeks' written notice. The Mentee's written termination notice should be emailed to info@yourbaldbestie.com. The Mentee acknowledges that the Mentee has paid for services upfront to the Mentor, with the understanding and agreement, upon booking, that there are no refunds, regardless of whether the Mentee decides to terminate the mentoring program OR the Mentor decides to terminate the mentoring relationship with the Mentee. If the Mentor decides to terminate the mentoring relationship for any reason, the Mentor will provide the Mentee with 2 weeks' written notice to the Mentee's email address on file.

10) Limited Liability

Except as expressly provided in this Agreement, the Mentor makes no guarantees, representations, or warranties of any kind or nature, express or implied, with respect to the mentoring services negotiated, agreed upon, and rendered. In no event shall the Mentor be liable to the Mentee for any indirect, consequential, or special damages. Notwithstanding any damages that the Mentee may incur, the Mentor's entire liability under this Agreement, and the Mentee's exclusive remedy, shall be limited to the amount actually paid by the Mentee to the Mentor under this Agreement for all mentoring services rendered through and including the termination date.

Mentee waives, releases, indemnifies, and forever discharges Mentor, its officers, directors, employees, agents, and any other representatives against all losses, claims, injuries, damages, demands, liabilities, cause of action, or responsibilities of any kind whatsoever caused by the services provided by Mentor.

11) Dispute Resolution

If a dispute arises out of this Agreement that cannot be resolved by mutual consent, the Mentee and Mentor agree to attempt to mediate in good faith for up to (a certain amount of time, such as 30 days) after notice given. If the dispute is not so resolved, and in the event of legal action, the prevailing party shall be entitled to recover attorney's fees and court costs from the other party.

12) Severability

If any provision of this Agreement shall be held to be invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable. If the Court finds that any provision of this Agreement is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

13) Waiver

The failure of either party to enforce any provision of this Agreement shall not be construed as a waiver or limitation of that party's right to subsequently enforce and compel strict compliance with every provision of this Agreement.

14) Governing Law

This Agreement shall be governed and construed in accordance with the laws of the province of Ontario and all applicable laws of Canada, and the courts of the province of Ontario shall have exclusive jurisdiction over any dispute, disagreement, proceedings, or legal claim of any nature relating to the service provided or the contract.

15) Entire Agreement

This document constitutes the entire agreement between the Mentor and the Mentee and reflects the parties' complete understanding of the subject matter. This Agreement supersedes all prior

written and oral representations. The Agreement may not be amended, altered, or supplemented except in writing signed by both the Mentor and the Mentee.

16) Feedback about the service is welcome and can be given during the mentoring session or by writing to: info@yourbaldbestie.com.

17) Assignment

Mentor may assign this Agreement to any party or entity, including any company it owns, without the prior written consent of the Mentee. Such assignment shall be effective upon written notice to the Mentee.

Last Updated: May 17, 2026