nataliegatlin.com and Natalie Gatlin Coaching LLC Terms & Conditions

Last Updated: November 25, 2026

Introductory Notice & Purpose

Welcome to nataliegatlin.com. These Terms and Conditions ("Terms") govern your use of the website located at nataliegatlin.com and all associated subpages, client portals, member spaces, and subdomains—including but not limited to home.nataliegatlin.com/one-to-one, booking portals, and hosted community spaces (collectively, the "Site").

Ownership: The Site, including all of its content, services, digital offerings, community programs, and products, is owned and operated by **Natalie Gatlin Coaching LLC**, a Texas limited liability company ("Company," "We," "I," "Our," or "Us").

Contact Email: For any legal notices, support inquiries, policy questions, or billing matters, please contact us at **help@nataliegatlin.com**.

Age Requirement: By accessing or using the Site, enrolling in any service, purchasing a product, or joining any community, you represent and warrant that you are at least eighteen (18) years of age and possess the legal capacity to enter into these binding legal terms.

ARBITRATION NOTICE: PLEASE READ THESE TERMS CAREFULLY. SECTION 18 OF THIS AGREEMENT CONTAINS A BINDING ARBITRATION CLAUSE AND A CLASS ACTION / JURY TRIAL WAIVER. WITH LIMITED EXCEPTION, IT AFFECTS YOUR LEGAL RIGHTS REGARDING HOW ANY DISPUTE BETWEEN YOU AND NATALIE GATLIN COACHING LLC WILL BE RESOLVED.

---

1. Definitions

- **"Company", "We", "I", "Our", or "Us":** Refers to Natalie Gatlin Coaching LLC, its owner Natalie Gatlin, and the site nataliegatlin.com.
- **"Content":** All written, visual, video, audio, digital, or interactive materials available on or distributed through the Site, emails, and products. This includes, without limitation: newsletters and email subscriptions (including *A Gentle Pause*); free downloadable guides, toolkits, and plans (including *The Scan Day Plan*, *Safety Scripts*, *What to Say at the*

Holiday Table, and *The Loss-Week Plan*); proprietary workbooks, frameworks, and methods (such as the *A.S.K. Method* and *W.H.O.L.D. Method*); course slides, session recordings, community forum posts, and all associated materials.

- **"Personal Information":** Information that identifies, relates to, describes, or is capable of being associated with you, including your name, physical address, email address, telephone number, billing details, payment card information, and optional background or context details voluntarily provided by you in intake forms, questionnaires, or coaching context notes (e.g., pregnancy-after-loss history, loss timelines, emotional goals).
- **"Site, Courses, Services, and/or Products":** Refers collectively to:
    a. The main website (nataliegatlin.com) and all linked subdomains or landing pages.
    b. Free 15-minute consultations.
    c. *Still Carrying* private online membership, hosted via MemberUp at `memberup.com/still-carrying-afterloss` (including the weekly *Pre-Scan Circle* and *Our First Gathering*).
    d. *One Session* (60-minute 1:1 video coaching session, including gifted sessions).
    e. *In Your Corner: Three Sessions* (3 video coaching sessions provided over up to 6 weeks).
    f. *In Your Corner* (12-week intensive 1:1 video coaching program).
    g. *In the Room* (12-week intensive 1:1 in-person coaching located in Bastrop, Austin, and surrounding areas, including eligible travel-fee home/hospital/scan visits).
    h. *Bring the Coffee* chats (30-minute provider, doula, or birth worker networking calls).
    i. Newsletters, email subscriptions, digital downloadable guides, workbooks, and resource kits.
- **"You" or "Your":** Any user, site visitor, client, gift purchaser, community member, or viewer of the Site and its Content.

---

2. Consent

By browsing the Site, accessing any Content, signing up for email distributions, making a purchase, booking a service, or joining a membership community, you explicitly agree to be bound by these Terms & Conditions, our Privacy Policy, and our Disclaimer. If you do not agree with any part of these terms, you must immediately discontinue your use of the Site, Courses, Services, and Products. Your continued use constitutes your express acceptance of these terms and your representation that you meet the age requirement of 18 years or older.

---

3. Site & Community Rules

3.1 General Site Conduct

You agree to use the Site and all associated platforms solely for lawful, personal, non-commercial purposes. You agree not to:

- Engage in harassment, abusive behavior, hate speech, defamation, or any conduct that infringes upon the rights of others.
- Distribute, upload, or transmit any malware, viruses, harmful code, or automated scripts (including scraping bots).
- Use the Site for unauthorized commercial solicitations, spamming, marketing, or promotional outreach to other users.
- Attempt to gain unauthorized access to any server, user account, private database, or restricted member area of the Company.

3.2 Community Privacy Rules for *Still Carrying*

The *Still Carrying* membership space (hosted via MemberUp) is a dedicated support community for individuals navigating pregnancy after loss. To ensure a safe, brave, and respectful space, all members must adhere strictly to the following rules:

- **Confidentiality & Respect for Anonymity:** Members may choose to use pseudonyms, aliases, or first names only. You must strictly respect member privacy. All stories, updates, loss histories, medical anecdotes, and personal posts shared within *Still Carrying* are strictly confidential and must never be copied, screenshotted, summarized, or shared outside the secure community environment.
- **Posting Norms & Trigger Awareness:** Pregnancy after loss involves complex, overlapping emotions. Members agree to follow community posting guidelines. Specifically, any posts containing "good-news updates" (e.g., positive pregnancy tests, clear scan results, birth announcements, healthy ultrasound updates) **must clearly state "GOOD NEWS UPDATE" at the top of the post** and utilize content warnings or spoilers where appropriate so that fellow members can engage at their own emotional comfort level.
- **Non-Solicitation & Non-Clinical Advice:** Members shall not attempt to sell products, pitch services, or offer medical diagnoses, clinical interpretations, or pharmaceutical advice to other members.

Failure to abide by these rules may result in immediate suspension or termination of your access to *Still Carrying* without refund or notice.

---

4. Disclaimer (Non-Clinical Grief Coaching & Crisis Resources)

4.1 Non-Clinical & Educational Nature of Services

PLEASE READ THIS DISCLAIMER CAREFULLY.

Natalie Gatlin is a Pregnancy Loss Grief Coach (Certified VITA Coach). **Natalie Gatlin is NOT a licensed medical doctor, physician, midwife, physician assistant, nurse practitioner, registered nurse, licensed professional counselor (LPC), licensed clinical social worker (LCSW), psychologist, psychiatrist, or licensed mental health care provider.**

- **Scope of Support:** Coaching services, free consultations, digital resources, downloadable guides (*The Scan Day Plan*, *Safety Scripts*, *What to Say at the Holiday Table*, *The Loss-Week Plan*), and the *Still Carrying* community provide non-clinical peer support, grief navigation, emotional holding, practical coping tools, and educational frameworks.
- **No Medical or Clinical Services:** Nothing on the Site, in coaching sessions, or within community discussions constitutes medical advice, clinical diagnosis, psychotherapy, psychiatric treatment, or medical diagnosis. We do not evaluate, read, or interpret ultrasound scans, blood test results, genetic screening, or medical charts.
- **No Outcome Guarantees:** Coaching does not guarantee a successful pregnancy, a positive medical outcome, a specific health status, or a predictable emotional timeline.
- **Medical Care Continuity:** Coaching services and digital resources do **not** replace care from your obstetrician, maternal-fetal medicine specialist, midwife, reproductive endocrinologist, physician, therapist, or licensed mental health provider. Clients and members must remain under the care of qualified medical professionals and consult their medical team for any physical, medical, or clinical health concerns. Never disregard professional medical advice or delay seeking it because of information provided by the Company.

4.2 Crisis Resources Notice

Natalie Gatlin Coaching LLC does not provide 24/7 crisis intervention, suicide prevention, or emergency medical services.

- **Mental Health Crisis / Self-Harm:** If you are experiencing thoughts of self-harm, suicide, or a severe mental health crisis, please immediately call or text **988** (in the US and Canada) to reach the Suicide & Crisis Lifeline, or reach out to the Crisis Text Line by texting **HOME to 741741**.
- **Medical Emergencies:** If you are experiencing physical medical symptoms, severe bleeding, pain, or a medical emergency, please call **911** immediately or go to the nearest hospital emergency room.

5. Your Consent to These Terms & Conditions

By purchasing any service, subscribing to newsletters, downloading resources, accessing the Site, or logging into community portals, you affirm that you have read, understood, and agreed to be bound by these Terms & Conditions. If you are entering into this agreement on behalf of a gift recipient or as a purchaser, you acknowledge that the recipient must also agree to these Terms upon redeeming the service.

---

6. Changes To These Terms & Conditions

We reserve the right, at our sole discretion, to modify, update, replace, or revise any part of these Terms & Conditions at any time. Any changes will be effective immediately upon posting the updated Terms on nataliegatlin.com, with the "Last Updated" date revised at the top of this document. Your continued use of the Site, Products, or Services following the posting of modifications constitutes acceptance of those changes. We encourage you to review these Terms periodically.

---

7. Links to Third-Party or External Websites

The Site, newsletters, and community platforms may contain links to third-party websites, software platforms, or external services that are not owned or controlled by Natalie Gatlin Coaching LLC. These include, without limitation:

- Community hosting platforms (e.g., MemberUp at `memberup.com/still-carrying-afterloss`).
- Payment processors and checkout providers (e.g., Stripe).
- Scheduling and calendar software (e.g., Acuity Scheduling, Calendly).
- Video conferencing tools (e.g., Zoom).

We have no control over, and assume no responsibility for, the content, privacy policies, uptime, security, or practices of any third-party websites or services. You acknowledge and agree that Natalie Gatlin Coaching LLC shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such third-party content, goods, or services.

8. Intellectual Property Ownership

All Content available on the Site, within digital downloads, email newsletters, workbooks, session materials, and community forums—including text, graphics, logos, brand names, designs, software, audio clips, video recordings, and trademarked or proprietary frameworks (including the *A.S.K. Method* and *W.H.O.L.D. Method*)—is the exclusive intellectual property of Natalie Gatlin Coaching LLC and Natalie Gatlin, protected by United States and international copyright, trademark, and intellectual property laws.

Unlawful copying, reproduction, distribution, modification, creating derivative works, or unauthorized commercial exploitation of any Content without explicit written permission is strictly prohibited.

---

9. Our Limited License to You

When you purchase a product, join a program, download a free resource, or view Content on the Site, Natalie Gatlin Coaching LLC grants you a limited, non-exclusive, non-transferable, revocable license for your **personal, non-commercial use only**.

Under this limited license, you **MAY**:

- Download and print one copy of downloadable workbooks or guides (e.g., *The Scan Day Plan*, *Safety Scripts*) for your personal, individual use.
- View audio, video, and text materials within private member portals for your personal coaching journey.

Under this limited license, you **MAY NOT**:

- Re-sell, redistribute, re-license, assign, or transfer any materials, guides, or access logins to any third party.
- Modify, edit, copy, reproduce, republicize, or create derivative works from our frameworks (*A.S.K. Method*, *W.H.O.L.D. Method*) or content.
- Use any of our Content for commercial training, group teaching, coaching other clients, or professional consulting without a signed commercial licensing agreement from Us.

---

10. Your License to Us

Any communications, comments, suggestions, feedback, community posts, or materials you submit to Us via email, intake forms, or public/community channels become our property, subject to our Privacy Policy.

Testimonial & Story Sharing Policy

We deeply respect the sensitivity and vulnerability of pregnancy loss and pregnancy-after-loss journeys. **Client stories, written feedback, and testimonials are ONLY published, shared, or used in marketing with your explicit, advance WRITTEN permission.**

When explicit written permission is granted, you retain full control over how your name is displayed on nataliegatlin.com or marketing materials, choosing one of the following display preferences:

1. Full Name (e.g., "Jane Doe")
2. First Name and Last Initial (e.g., "Jane D.")
3. Completely Anonymous (e.g., "Mama in Texas" or "Anonymous Client")

---

11. Purchase, Membership & Access Terms

11.1 Enrolment & Account Setup

- **Still Carrying Membership:** Access to the *Still Carrying* community on MemberUp is provided upon successful payment processing. You are responsible for maintaining the confidentiality of your MemberUp login credentials.
- **1:1 Session Booking Links:** Upon completion of checkout for *One Session*, *In Your Corner: Three Sessions*, *In Your Corner* (12-Week), or *In the Room* (12-Week), client session booking links are provided via email. You are responsible for scheduling your sessions using the designated booking calendar.

11.2 Capacity Caps & Client Roster Limits

To maintain high-touch, deeply present individual care, Company enforces strict client roster caps:

- **In Your Corner (12-Week Video Coaching):** Capped at a maximum of **6 active 1:1 clients** at any given time.
- **In the Room (12-Week In-Person Coaching):** Capped at a maximum of **2 active 1:1 clients** at any given time.

If caps are reached, prospective clients will be invited to join a waitlist until a space opens.

---

12. Sharing the Site & Its Content

- **Commercial Sharing:** You may not copy, republish, reproduce, or distribute any part of the Site, Content, or resources for commercial purposes without explicit, written permission from Natalie Gatlin (requested via help@nataliegatlin.com).
- **Personal Sharing & Social Media:** You may share links to our public blog posts, free resource landing pages, or public website content on personal social media accounts or personal websites, provided that you give clear, explicit attribution to **Natalie Gatlin Coaching LLC** and provide a direct hyperlink back to nataliegatlin.com.

---

13. No Claims Made Regarding Results

The Company makes no promises, representations, or guarantees regarding specific results, emotional timelines, or medical outcomes from engaging in coaching or using our resources.

- **No Medical/Pregnancy Guarantees:** We do not guarantee conception, healthy pregnancy continuation, full-term delivery, or specific live-birth outcomes.
- **No Standardized Emotional Timeline:** Grief and pregnancy after loss are non-linear, unique processes. We make no claims or guarantees regarding how quickly or completely grief, anxiety, panic, or distress will subside. Testimonials shared on the Site reflect individual experiences and do not guarantee that current or future clients will achieve the same results.

---

14. DISCLAIMER - No Warranties, Guarantees, or Representations Are Being Made ("AS IS")

THE SITE, CONTENT, COURSES, SERVICES, AND PRODUCTS ARE PROVIDED ON AN **"AS IS" AND "AS AVAILABLE" BASIS** WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED.

TO THE FULLEST EXTENT PERMISSIBLE UNDER APPLICABLE LAW, NATALIE GATLIN COACHING LLC DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE,

AND NON-INFRINGEMENT. WE DO NOT WARRANT THAT THE SITE OR SERVICES WILL BE UNINTERRUPTED, ERROR-FREE, SECURE, OR FREE OF VIRUSES OR HARMFUL COMPONENTS.

---

15. Your Release of Us

You agree to fully release, forgive, and discharge Natalie Gatlin Coaching LLC, its members, managers, employees, agents, contractors, and representatives from any and all claims, demands, liabilities, suits, actions, damages, costs, or expenses (including legal fees) arising out of or related to your use of the Site, reliance on any Content, participation in coaching sessions, or engagement in community spaces.

This release includes, but is not limited to, any physical, mental, emotional, or financial harm, injury, illness, distress, or inconvenience experienced by you or any third party.

---

16. Errors & Omissions

While we strive for accuracy, the Content on nataliegatlin.com or within digital materials may contain typographical errors, inaccuracies, outdated information, or omissions relating to pricing, program availability, session lengths, or resource details. We reserve the right to correct any errors, inaccuracies, or omissions and to change or update information at any time without prior notice.

---

17. Refund, Rescheduling, Pregnancy Loss & Gift Policies

The following specific policies govern all purchases, enrollments, sessions, and memberships with Natalie Gatlin Coaching LLC.

17.1 Still Carrying Membership Policy

- **Pricing:** $67/month or $670/year (founding tier).
- **The 14-Day Promise:** If within 14 days of your initial join date you feel *Still Carrying* is not the right fit for you, email `help@nataliegatlin.com` within that 14-day window to receive a **full, prompt refund** of your initial fee.
- **Cancellation Terms:** You may cancel your monthly or annual recurring membership at any time directly within your MemberUp account portal. Upon cancellation, your subscription

will end at the conclusion of your current paid billing cycle. No partial or pro-rated refunds are issued for mid-cycle cancellations after the initial 14-day window has closed.

17.2 12-Week 1:1 Coaching Packages (*In Your Corner & In the Room*)

- **Pricing Options:**
  - *In Your Corner (12-Week Video):* $1,500 pay-in-full OR 3 monthly payments of $525.
  - *In the Room (12-Week In-Person):* $3,500 pay-in-full OR 3 monthly payments of $1,200.
- **Try the First Session Risk-Free Guarantee:** If, after completing your very first 1:1 coaching session, you feel the program is not the right fit, simply send an email to `help@nataliegatlin.com` **before your second session begins** to receive a **100% full refund**.
- **Discontinuation After Second Session:** Once your second 1:1 session has commenced, the program is non-refundable in full. However, if you choose to stop coaching mid-program:
  - *Monthly Payment Plan:* Future automated monthly billing will be stopped immediately. No refunds will be provided for payment installments/months already started.
  - *Paid-in-Full Clients:* You will receive a pro-rata refund equal to one-third (1/3) of the total package price for each full, unstarted month remaining in your 12-week agreement.

17.3 *One Session* (60-Minute 1:1 Video Coaching)

- **Pricing:** $250 per session.
- **Cancellation & Refund:** You may receive a full refund if you cancel your scheduled session by emailing `help@nataliegatlin.com` at least **24 hours prior** to the scheduled start time.
- **Package Upgrade Credit:** If, within **14 days** following your *One Session*, you choose to upgrade to a longer 1:1 coaching package (*In Your Corner: Three Sessions*, *In Your Corner* 12-Week, or *In the Room* 12-Week), the full **$250 fee will be credited** toward your new package cost.

17.4 *In Your Corner: Three Sessions* (Up to 6 Weeks)

- **Pricing:** $800 pay-in-full OR 2 monthly payments of $425.
- **Refund Policy:** You may request a 100% full refund at any time prior to the commencement of your second session. Once the second session has occurred, the package becomes non-refundable.
- **Package Extension Credit:** If you elect to extend your 3-session package into the full 12-week *In Your Corner* program, the **$800 fee will be credited** toward the 12-week package total.

17.5 Pregnancy Loss or Early Birth Continuity Policy

We recognize the unpredictable and profound nature of pregnancy after loss.

- **Pregnancy Loss During 1:1 Coaching:** If a client experiences a pregnancy loss while enrolled in a 1:1 coaching package, she may choose either:
    a. **Keep her remaining 1:1 sessions** with no expiration date, pausing and resuming coaching whenever she feels ready to receive grief support; OR
    b. **Stop coaching** under the standard refund/discontinuation terms outlined in Section 17.2 above.
    - *Still Carrying Members:* Members who experience a loss are welcome to stay in *Still Carrying* for as long as they wish; they are never forced to leave the community.
- **Early Birth / Early Baby Arrival:** If a client gives birth before her 12-week coaching program concludes, all remaining 1:1 sessions remain hers and automatically transition into postpartum grief, transition, and emotional integration support.

17.6 Rescheduling & Appointment Attendance Policies

- **24-Hour Rescheduling Notice:** Sessions rescheduled with at least **24 hours' advance notice** (via the booking calendar or email) incur no penalty and will be rescheduled at no extra charge.
- **Medical & Ultrasound Scan Adjustments:** We understand that medical clinic schedules change unexpectedly. Any session that must be moved due to a rescheduled OB/GYN appointment, maternal-fetal medicine visit, or ultrasound scan will be rescheduled at **zero penalty**, even if short notice is required.
- **In-Person Appointment Support (*In the Room*):** The *In the Room* package includes in-person attendance by Natalie at up to **two (2) medical or ultrasound appointments**, provided the client gives at least **7 days' advance notice**.
- **Travel Fee Structure (*In the Room*):** *In the Room* includes standard in-person visits within Bastrop, Austin, and immediate surrounding areas. Optional in-person home, hospital, or clinic visits outside this primary radius carry per-visit travel fees:
    - *Tier 1 Travel ($400 per visit):* Locations requiring 1 hr 15 min to 2 hrs travel time each way (e.g., San Antonio, College Station, Waco).
    - *Tier 2 Travel ($650 per visit):* Locations requiring 2 hrs to 2.5 hrs travel time each way (e.g., Houston).
    - *Beyond 2.5 Hours Travel:* Locations greater than 2.5 hours travel time each way are provided via video coaching only.
- **Company Cancellation:** If Natalie Gatlin must cancel a session due to illness or emergency and cannot fulfill remaining sessions, all unheld sessions will be promptly refunded pro-rata to the client.

17.7 Gifted *One Session* Policy ($250)

- **Purchaser & Recipient Experience:** When a purchaser buys a gifted *One Session*, the purchaser pays the $250 fee and receives a digital gift card/note to deliver directly to the recipient. To protect the privacy and space of women who have experienced loss, **Natalie Gatlin Coaching LLC will never contact the recipient first**.
- **12-Month Validity:** The recipient has **12 full months** from the date of purchase to book her session when she feels ready. If the recipient experiences a pregnancy loss during this time, her session credit remains fully valid whenever she is ready.
- **Unredeemed Refund Policy:** If the gifted session is never booked or redeemed within 12 months, the original purchaser may request a **100% full refund** by emailing help@nataliegatlin.com.

---

18. Arbitration Clause (Binding Arbitration & Jury Trial Waiver)

PLEASE READ THIS SECTION CAREFULLY. IT AFFECTS YOUR LEGAL RIGHTS.

18.1 Binding Arbitration

Any dispute, claim, or controversy arising out of or relating to these Terms & Conditions, the Site, Services, Courses, Products, Privacy Policy, or Disclaimer—including the determination of the scope or applicability of this agreement to arbitrate—shall be resolved exclusively by final and binding arbitration rather than in court.

18.2 Arbitration Rules & Location

Arbitration shall be administered by the **American Arbitration Association (AAA)** in accordance with its Commercial Arbitration Rules and Consumer Due Process Protocol.

- **Hearing Location:** Any in-person arbitration hearing shall take place within **25 miles of Bastrop, Texas**, unless both parties mutually agree to conduct proceedings via video conference or telephonically.
- **Judgment:** Judgment on the award rendered by the arbitrator may be entered in any state or federal court having jurisdiction thereof in the State of Texas.

18.3 Jury Trial & Class Action Waiver

YOU AND NATALIE GATLIN COACHING LLC AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, CONSOLIDATED, OR REPRESENTATIVE PROCEEDING. YOU EXPLICITLY WAIVE ANY RIGHT TO A TRIAL BY JURY.

18.4 Maximum Legal Recovery

TO THE MAXIMUM EXTENT PERMITTED BY LAW, ANY RECOVERY OR AWARD GRANTED TO YOU IN ARBITRATION OR LEGAL PROCEEDING SHALL BE STRICTLY LIMITED TO THE ACTUAL DIRECT MONETARY AMOUNT PAID BY YOU TO NATALIE GATLIN COACHING LLC FOR THE SPECIFIC SERVICE, PRODUCT, OR MEMBERSHIP AT ISSUE. NEITHER PARTY SHALL BE LIABLE FOR CONSEQUENTIAL, PUNITIVE, INDIRECT, OR SPECIAL DAMAGES.

---

19. Consent to Governing Law

These Terms & Conditions, and all matters or disputes arising out of or relating to your use of the Site, Courses, Services, or Products, shall be governed by, construed, and enforced in accordance with the internal laws of the **State of Texas**, United States of America, without regard to its conflict of law principles.

---

20. Consent to Jurisdiction

In the event that any legal action, lawsuit, or judicial proceeding is permitted outside of arbitration under these Terms, you expressly consent and submit to the exclusive personal jurisdiction and venue of the **United States District Court for the Western District of Texas** or the state district courts located in **Bastrop County, Texas**.

---

21. Consent to Service

You agree that service of process in any action, dispute, or proceeding arising under these Terms may be served upon you via electronic mail sent to the primary email address provided by you during account checkout, registration, or contact inquiry, or by registered mail to the physical address on file with Company.

---

22. Payment & Purchases

- **Accepted Payment Methods:** We accept major credit cards and debit cards via our secure third-party checkout payment processor (Stripe).
- **Recurring Billing Authorization:** For *Still Carrying* memberships and multi-payment installment plans (*In Your Corner* or *In the Room* monthly plans), you explicitly authorize Natalie Gatlin Coaching LLC to automatically bill your stored payment card on a recurring monthly or annual basis until the agreed payment term is completed or canceled pursuant to Section 17.
- **Declined Payments & Chargebacks:** If a payment installment or membership fee is declined, we will attempt to re-process billing. If payment remains outstanding after 7 calendar days, access to coaching booking links, MemberUp community spaces, and program materials will be suspended. You agree not to initiate fraudulent chargebacks with your credit card issuing bank. If a chargeback is initiated improperly, you will be liable for all collection costs, chargeback fees, and legal expenses incurred by Us.

---

23. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL NATALIE GATLIN COACHING LLC, NATALIE GATLIN, OR ITS SUPPLIERS, AFFILIATES, OR CONTRACTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES—INCLUDING LOSS OF PROFITS, LOSS OF DATA, EMOTIONAL DISTRESS, PERSONAL INJURY, OR MEDICAL COSTS—ARISING OUT OF OR IN CONNECTION WITH YOUR ACCESS TO, USE OF, OR INABILITY TO USE THE SITE, CONTENT, COURSES, SERVICES, PRODUCTS, OR COMMUNITY SPACES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

---

24. Defense & Indemnification

You agree to defend, indemnify, and hold harmless Natalie Gatlin Coaching LLC, Natalie Gatlin, its members, managers, contractors, agents, and representatives from and against any claims, liabilities, damages, judgments, awards, losses, costs, expenses, or fees (including reasonable attorneys' fees) arising out of or relating to:

1. Your breach or violation of these Terms & Conditions, Privacy Policy, or Disclaimer.
2. Your violation of any third-party right, including intellectual property, privacy, or confidentiality rights.

3. Your conduct within the *Still Carrying* community or in connection with the Site.

---

25. Termination of Your Use

We reserve the right, in our sole discretion, to terminate or suspend your access to the Site, client booking portals, member areas, or *Still Carrying* community at any time, without prior notice, if you breach these Terms & Conditions, engage in harassing behavior, disrupt community spaces, or violate confidentiality rules. Upon termination, your right to access materials or book coaching sessions will cease immediately.

---

26. Entire Agreement

These Terms & Conditions, together with our Privacy Policy and Disclaimer, constitute the full, complete, and entire agreement between you and Natalie Gatlin Coaching LLC regarding your use of the Site, Courses, Services, and Products, superseding all prior or contemporaneous written or oral agreements, communications, understandings, or proposals.

---

27. Severability

If any provision of these Terms & Conditions is found by an arbitrator or court of competent jurisdiction to be invalid, illegal, or unenforceable, such provision shall be modified to the minimum extent necessary to make it valid and enforceable, and the remaining provisions of these Terms shall continue in full force and effect.

---

28. Your Privacy & Security on the Site

We respect your privacy, particularly given the deeply personal nature of pregnancy loss and pregnancy-after-loss support. Please review our **Privacy Policy** for detailed information on how we collect, use, and protect your Personal Information.

Lock-Screen & Discreet Email Commitment

To preserve your privacy and protect you from unexpected or intrusive notifications on mobile devices, **Natalie Gatlin Coaching LLC commits to using neutral, discreet email subject lines** (e.g., *A Gentle Pause*, *Natalie Gatlin Update*, or *Your Session Details*) that avoid explicitly referencing pregnancy, loss, ultrasound, or medical triggers on lock screens or notifications.

---

29. Contact Information

If you have any questions, concerns, refund requests, or notices regarding these Terms & Conditions, please reach out directly:

Company Contact Details	
Legal Entity	Natalie Gatlin Coaching LLC
Website	nataliegatlin.com
Email	help@nataliegatlin.com
Phone	(505) 652-2337
Mailing Address	Bastrop, TX 78602
Effective Date	November 25, 2026