

THE RESILIENCE CODE – TERMS AND COMMITMENTS

Table of Contents

- [1. Introduction](#)
- [2. Program Overview](#)
- [3. Scope of Support](#)
 - [1. Support with Marine Wambre](#)
 - [2. Support with Estelle Castellanos](#)
 - [3. Confidentiality, Sharing, and Intellectual Property](#)
- [4. Timeframe](#)
- [5. Financial Terms](#)
- [6. Good Faith and Dialogue](#)
- [7. Rescheduling and Absences](#)
- [8. Interruption of Support](#)
- [9. Legal Framework and Responsibilities](#)
- [10. Invoicing and Governing Law](#)
- [11. Essential Points Before Signature](#)
- [12. Signature](#)

1. Introduction

This document sets out the operating conditions of the The Resilience Code program. Its purpose is to ensure clarity of the framework, quality of the work performed, and the mutual respect essential to any support relationship.

This document has contractual value upon confirmation of enrollment and serves as a service agreement between the Participant and the Practitioners.

2. Program Overview

The Resilience Code program is a six-month support program designed to help women restore a more stable nervous, emotional, and physiological functioning.

It is a personal development and mind-body regulation program. It is not a medical treatment and not a regulated psychotherapy.

The program may, if necessary, extend to seven months to incorporate pause periods and respect the actual pace of the work undertaken (up to fifteen days per part).

3. Scope of Support

3.1. Support with Marine Wambre

Twenty (20) hours of individual work to be scheduled over six months, in sessions of 30 to 90 minutes depending on needs and stage of the work. Sessions are held exclusively via Zoom.

Personalized exercises (PDF) will be provided between sessions. Their frequency varies according to the Participant's progress and autonomy: some periods may include more exercises, others fewer, in line with the progressive integration of the tools and the work performed.

Occasional exchanges are possible between sessions via WhatsApp, up to one or two messages per week maximum. These exchanges may, for example, be used to report a recent emotional event, request brief clarification about a situation, or specify a topic to address during the next session.

Voice messages must remain short (under 2 minutes each). Substantive topics are handled during sessions.

Exchanges are possible Monday to Friday, from 10:00 to 20:00 (French time), with an average response time of 24 hours. No other channel is used for support.

These exchanges do not constitute continuous therapeutic support and do not replace the sessions. Their sole purpose is to maintain the coherence of the work between appointments.

3.2. Support with Estelle Castellanos

Estelle Castellanos – Dietitian-Nutritionist, FBCS certified, nutritional biochemistry specialist.

ADELI No.: 319509766 – SIRET No.: 848 348 942 000 22

The support includes:

- an initial one-hour consultation, after receipt of a health questionnaire and a lab work-up;
- an individualized analysis and a support plan covering sleep, circadian rhythm, nutrition, and physiological parameters that may influence mood (fatigue, anxiety, low energy);
- monthly follow-up by email: starting from the second month, the Participant receives each month a follow-up questionnaire and a personalized adjustment email (i.e., 5 follow-up emails in addition to the first consultation and plan).

The recommendations provided fall within a functional health and health education framework. They do not replace a medical prescription. They do not constitute medical treatment and do not replace the advice of a healthcare professional.

For Participants seeking more comprehensive support (additional testing, detailed protocols, regular video sessions with Estelle, and messaging between appointments), the HEAL360 package is available at €2,390 incl. VAT. This package is the reference for cases of chronic fatigue, hormonal disorders (including premenstrual syndrome, amenorrhea, PCOS, endometriosis), Hashimoto's, advanced burnout, autoimmune diseases, cycle disorders, mold exposure, or any physiological imbalance requiring close, multidimensional follow-up. In such cases, the selection interview is conducted jointly with Marine and Estelle.

3.3. Confidentiality, Sharing, and Intellectual Property

All exchanges (written, oral, or visual) within the program are strictly confidential. Marine Wambre and Estelle Castellanos are bound by a duty of professional discretion and undertake to preserve the confidentiality of shared information.

Marine refers to the SNPPsy (Syndicat National des Praticiens en Psychothérapie relationnelle) code of ethics. She is not an affiliated member but rigorously applies its principles as presented in her ethical reference framework: respect for confidentiality, free and informed consent, non-directivity, non-judgment, and acknowledgment of professional limits.

Estelle acts in compliance with the legal and ethical framework applicable to her profession as a dietitian-nutritionist.

Within The Resilience Code program, certain information shared by the Participant may be exchanged between Marine and Estelle solely where necessary for the coherence of the support. Such sharing remains confidential and limited to the strict minimum relevant to continuity of work. No personal information unrelated to the support (for example, private life elements, family history, or intimate aspects not pertinent to the clinical or functional analysis) will be shared.

The Participant also undertakes to respect confidentiality and not to record or distribute the sessions, in whole or in part, without prior written authorization.

The documents provided (PDFs, sheets, exercises, educational materials) are original protected works. They are strictly reserved for personal use within the program. Any reproduction, distribution, sharing, or reuse, even partial, is prohibited without prior written authorization from Marine Wambre.

4. Timeframe

The program must be fully completed within a maximum period of seven months from the first session. If needed (for example, holidays), each party may take a 15-day pause during the six months of support. Beyond this seven-month period, unused hours are deemed closed unless there is prior exceptional agreement.

5. Financial Terms

Payment in full: €1,790 incl. VAT (preferential rate)

Payment in 3 installments: 3 × €630 incl. VAT (€1,890 incl. VAT total)

Payment is secured via Stripe. The first payment serves as a firm deposit and confirms enrollment.

Enrollment in the program constitutes a firm commitment for the entire planned duration. Remaining installments remain due even in the event of early termination of support. This clause applies because the majority of the work (analysis, preparation, structuring) is carried out at the beginning of the program and has already been provided by the Practitioners.

No deferral or suspension of payment is possible. In the event of non-payment, support is suspended until regularization, provided it occurs within the seven-month program limit. After this period, payments remain due with no possibility of resuming support.

In accordance with European law, the right of withdrawal does not apply to services already commenced with the Participant's consent.

The prices indicated include VAT where applicable under the legislation of each Practitioner's country of practice.

In the event of serious illness or hospitalization, an exceptional arrangement may be considered at the discretion of Marine Wambre and Estelle Castellanos.

6. Good Faith and Dialogue

We understand that unforeseen events or difficulties can arise. The most important thing is that they are addressed with transparency and respect, in order to find together the fairest solution. The agreed framework nevertheless remains the shared reference, guaranteeing trust and continuity of the work undertaken.

7. Rescheduling and Absences

Any session may be rescheduled up to 48 hours before the scheduled time by contacting Marine via WhatsApp or email, subject to remaining availability in the schedule. Rescheduling depends on available time slots.

After that, the session is considered due (except with a medical certificate) and will be deducted from the 20 hours of support, even if the Participant did not attend.

8. Interruption of Support

If the Participant chooses to interrupt the program, payments remain due in full.

If, during the support, it appears that the Participant's mental or physical health requires specialized care (psychiatrist, physician, etc.) or renders the framework of support unsuitable, Marine Wambre and/or Estelle Castellanos may terminate the collaboration. The Participant will then be referred to the most appropriate professional.

The work undertaken may sometimes bring out strong emotions, realizations, or moments of vulnerability. These reactions are an integral part of a deep transformation process. Marine and Estelle provide a suitable listening and support framework. The Participant remains responsible for her own path and for implementation between sessions.

In the event of interruption for clinical inadvisability, Marine or Estelle may, with the Participant's written consent, communicate directly with the healthcare professional who will ensure continuity of care, in order to facilitate transmission of essential information.

The framework is based on mutual respect and trust. In the event of inappropriate behavior (aggression, harassment, repeated boundary violations, inappropriate messages, etc.), Marine and Estelle reserve the right to end the collaboration immediately, without refund of amounts paid.

If the interruption results from clinical inadvisability, a pro rata refund of sessions not held may be considered.

9. Legal Framework and Responsibilities

Marine Wambre practices as a psychopractitioner and is neither a psychologist nor a physician. Estelle Castellanos is a dietitian-nutritionist and does not perform medical acts. Neither of them makes psychiatric or medical diagnoses. The Resilience Code program does not replace medical, psychological, or psychiatric care.

The program is based on the Participant's active involvement. Results depend directly on personal commitment, regular practice of exercises, and the quality of exchanges established with the Practitioners. Each journey is unique and effects may vary depending on the situation, receptivity, and timing of the work.

This program is not intended for individuals with a diagnosed or suspected psychiatric disorder, nor for neurodivergent individuals (ASD, ADHD, or other spectrum profiles), nor in cases of a history of or current suicidal ideation, suicide attempts, self-harm, or self-destructive behaviors. If in doubt about the compatibility of the support with your health status, it is recommended to consult a physician before enrolling. Any Participant concerned by these situations or with a prior diagnosis must inform the Practitioners before enrolling.

10. Invoicing and Governing Law

Payments are centralized via Stripe to simplify the process, in compliance with PCI DSS security standards.

Corresponding internal invoices are issued respectively by:

- Marine Wambre, psychopractitioner, established in Portugal
- Estelle Castellanos, dietitian-nutritionist, established in France

This agreement is governed by Portuguese law and relies on European consumer protection provisions.

Any dispute relating to the interpretation or performance of this contract falls under the exclusive jurisdiction of the courts of Coimbra (Portugal).

11. Essential Points Before Signature

- I commit to the entire program, even if paying in installments.
- Any session canceled less than 48 hours in advance is considered due and deducted from the support.
- I understand that Marine and Estelle are neither physicians nor psychologists.
- I confirm that I do not present psychiatric disorders, eating disorders, neurodivergence, suicidal ideation, past suicide attempts, self-harm, or self-destructive behaviors.
- I authorize, if necessary, the exchange of strictly pertinent information between Marine Wambre and Estelle Castellanos within the framework of joint support.
- I consent that my electronic signature constitutes a firm and final agreement.
- I have read and understood all of these terms and acknowledge their contractual value.

12. Signature

Done at _____, on _____

Participant's full name: _____

Signature: _____

Marine Wambre – Psychopractitioner

Estelle Castellanos – Dietitian-Nutritionist

Validation of the enrollment form electronically or of the first payment constitutes an electronic signature, in accordance with EU Regulation eIDAS No. 910/2014.