

Terms of Use

Last updated: April 2026

Please read these Terms of Use carefully before using Khidma.live. By accessing or using our platform, you agree to be bound by these terms.

1. About Khidma

Khidma.live ("Khidma", "we", "us", "our") is a private online guidance platform that connects Muslim users with verified Islamic scholars and Muslim psychologists for scheduled, one-on-one audio sessions.

Khidma is operated as an independent platform. Our services are available to users in the United Kingdom, the United Arab Emirates, and the United States of America.

2. Nature of Our Services

Khidma provides Islamic guidance and Muslim counselling. It is not a medical, psychiatric, or emergency service.

By using Khidma, you acknowledge and agree that:

- Khidma is not a crisis helpline or emergency mental health service
 - Khidma does not provide medical diagnosis, clinical psychiatric treatment, or regulated therapy
 - Sessions are pre-booked and are not available on-demand for urgent or emergency situations
 - If you are in immediate danger or experiencing a mental health crisis, you must contact your local emergency services immediately
 - The guidance provided by scholars and counsellors on Khidma is advisory in nature and does not constitute a legally binding fatwa or clinical prescription
 - You are responsible for the decisions you make based on any guidance received
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3. Eligibility

To use Khidma, you must:

- Be at least 18 years of age
- Have the legal capacity to enter into a binding agreement
- Be located in the UK, UAE, or USA at the time of use
- Provide accurate and truthful information when registering or completing intake forms

By using our services, you confirm that you meet these requirements.

4. Booking and Sessions

- Sessions are booked in advance through our website or via WhatsApp
 - Confirmation of your booking will be sent to you with a Google Meet link
 - Sessions take place via Google Meet audio call (video is optional)
 - Session durations and pricing are as displayed on our website at the time of booking
 - You are responsible for ensuring a stable internet connection and a private, quiet space for your session
 - Sessions may be extended in 20-minute increments at the applicable rate, subject to scholar/counsellor availability
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5. Scholar and Counsellor Standards

All scholars and counsellors on Khidma are independently verified by us. However:

- Khidma does not guarantee specific outcomes from any session
 - The views expressed by scholars and counsellors are their own professional and religious opinions
 - Scholars providing Islamic rulings (fatawa) do so based on the information shared during the session — rulings may differ if circumstances change or are incomplete
 - Counsellors are not regulated therapists in all jurisdictions and their guidance does not constitute regulated clinical therapy
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6. User Conduct

You agree not to:

- Provide false, misleading, or incomplete information
- Use the platform for any unlawful purpose
- Record sessions without the explicit consent of the scholar or counsellor
- Share session content publicly or use it in any way that could harm or identify a scholar, counsellor, or other user
- Attempt to contact scholars or counsellors outside of the Khidma platform
- Harass, abuse, or threaten any scholar, counsellor, or member of Khidma's team

Khidma reserves the right to suspend or terminate access for any user who violates these terms.

7. Payments

- All payments are processed securely through our payment provider
- Prices are displayed in the currency applicable to your region (GBP, AED, or USD)
- Payment is required at the time of booking
- Package payments (3-session and 5-session) are collected in full at the time of the first session
- Khidma does not store your card details

For cancellations and refunds, please refer to our Cancellation and Refund Policy.

8. Confidentiality

- All sessions are private and confidential
 - Khidma staff do not attend or monitor sessions
 - Scholars and counsellors are bound by confidentiality obligations
 - Session content will not be shared with any third party without your consent, except where required by law
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9. Limitation of Liability

To the fullest extent permitted by applicable law:

- Khidma is not liable for any decisions you make based on guidance received during a session
- Khidma is not liable for any technical issues arising from third-party platforms (including Google Meet)
- Khidma's total liability to you in connection with our services shall not exceed the amount you paid for the specific session giving rise to the claim

Nothing in these Terms limits liability for death, personal injury caused by negligence, fraud, or any liability that cannot be excluded by law.

10. Intellectual Property

All content on khidma.live — including text, design, branding, and the Nafs Assessment tool — is the intellectual property of Khidma. You may not reproduce, distribute, or use our content without written permission.

11. Governing Law

These Terms of Use are governed by the laws of England and Wales. Any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales, unless applicable consumer protection law in your country requires otherwise.

12. Changes to These Terms

We may update these Terms of Use from time to time. We will notify you of significant changes via email or a notice on our website. Continued use of our platform after changes are posted constitutes acceptance of the revised terms.

13. Contact Us

For questions about these Terms:

Email: connect@khidma.live **Website:** www.khidma.live