



VWellness **Refund and Cancellation Policy**

Booking Policy

Public, Group Sessions and Retreats

Please arrive 10-15 minutes before the session as stated on the confirmation or ticket. Latecomers may not be granted access, or refunded, due to the nature of the activities and the door being locked once the session has begun. You will also be required to pay up front before the event or session.

Private Sessions

Please arrive at least 10 minutes before your session. If you are over 15 minutes late it is not guaranteed that I will be able to treat you. If I can continue to run the session, I reserve the right to only use the remaining time for the treatment booked, at the original cost booked. You will be required to pay up front before the session.

Online Sessions

If you are booked in for an online Sound Bath, please make sure you log onto the call link a few minutes before the session so that we can start on time together. You will be required to pay up front before the online session.

Refund Policy

Eventbrite Tickets and Direct Event Booking (Text/Email)

Refunds are permitted up to one month (31 days) before the event, outside of this period refunds are not granted due to the administration and marketing involved. Latecomers to events, as detailed in the ticketing information, may not be granted access due to the nature of the event (and the door being locked) and will lose the fee, or minimum donation for the session.

Private Sessions

If you are over 15 minutes early, please wait to enter the premises. It is not guaranteed that I can let you in if you are very early. If you are over 15 minutes late it is not guaranteed that I will be able to treat you. If I can continue to run the session, I reserve the right to only use the remaining time for the treatment booked, at the original cost booked. If you do not arrive for your appointment, without any prior cancellation in writing, you will be charged the full price. Should you need to cancel or reschedule your session, please give a minimum of 72 hours' notice, otherwise the full service fee will apply.

Online Sessions

Refunds are permitted if you cancel your online session at least 10 days in advance. If you cancel any closer to your session, you are required to pay any invoices issued according to the invoice details.

Gift Vouchers

All gift vouchers are to be used within 90 days from purchase date, one time use only. Gift vouchers are non-refundable.

Retreats

Refunds for retreats are permitted at least one month (31 days) before the retreat. If you need to cancel your place at the retreat for emergency or health reasons within 31 days of the retreat, a doctor's note will need to be reviewed and you will receive a refund for 50% of the fee of the retreat, minus any deposit paid to secure your place.

Reviewed: March 2022