

# Payment, Cancellation & Refund Policy

Emma James Wellness



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## Payment

### PT & Nutrition Packages

For PT and nutrition coaching (including face-to-face sessions), monthly payments can be made in advance or be paid within the specified date period on the invoice as, per agreed at the initial consultation stage. Invoices will be issued at the start of the month, for payment to be made by the 15<sup>th</sup>, for that current month. Payments will be accepted via bank transfer, cash or PayPal.

If you are experiencing difficulty with payment, please notify Emma James (CEO of Emma James Wellness) as soon as possible, where an extension may be considered in exceptional circumstances.

### Reiki

Payments are required to be made 24 hrs before the appointment via bank transfer or PayPal. Payment may be accepted at the time of the appointment in cash, with prior agreement.

## Tarot Card Readings (online)

For online readings, bank transfer or PayPal methods of payment are accepted. Payment is required prior to the reading taking place.

## Cancellations and Refunds

### PT & Nutrition Coaching

Emma James Wellness asks that the client gives 24 hrs notice for PT session cancellations (where possible). Sessions will be rescheduled (where possible, due to availability) or may be carried over to the following week/month. If you are unable to attend your usual session due to a planned holiday, this can be carried forward to the following week.

Where a session cancellation is made by Emma James Wellness, this will be with a minimum 24 hrs notice period (where possible) and the session will be rescheduled (where possible, due to availability) or may be carried over to the following week/month.

Please note that you can only carry forward one owed session at a time. This means that if you have a session to reschedule, it must be used before any additional sessions can be carried forward.

Refunds for any unused sessions that have been paid for in advance will be considered on a case-by-case basis and issued with discretion.

To discontinue your membership, Emma James Wellness asks for a 2-week minimum notice period. Emma James Wellness will give a minimum 1-month notice period for cancellation of membership and asks for a 2-month minimum commitment at the start.

## Reiki and Online Tarot Readings

If the Reiki appointment was paid for in advance, cancellations made within more than 24 hrs of the appointment, will receive a full refund (100%). A 50% refund will be offered for periods of less than 24 hrs before the appointment, or you may request to reschedule for a future time/date.

## Client Responsibilities

Clients must live in the UK. Payments are accepted via bank transfer, PayPal or cash.

Contact Emma James on 07983 117 333 as soon as possible, if you are unable to attend your session/appointment. Emma James Wellness does not accept responsibility for changes in clients' personal circumstances, holidays or illness and reserves the right to cancel or reschedule any bookings. Emma James Wellness reserves the right to issue any refunds, whether partial or in full.

For further information, you can contact [emmajameswellness@outlook.com](mailto:emmajameswellness@outlook.com) who will attempt to resolve any issues and refer to the compliments and complaints procedure where necessary.

**To find out more, visit <https://ejwellness.wixsite.com/wellness>**