



Terms and Conditions for Simeona's Soulful Sanctuary

Welcome to Simeona's Soulful Sanctuary! We provide you with a supportive and enriching experience. Please take a moment to review our terms and conditions before booking your session.

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1. Service Platforms

All sessions can be conducted in-person or via Zoom, WhatsApp, or Skype, ensuring flexibility to accommodate your preferences.

2. Emergency Bookings

For urgent sessions required within 48 hours, please reach out directly at heal@simeonassoulfulsanctuary.com. Please note that a surcharge will apply.

3. Appointment No-Shows

If you are not present within 15 minutes of your scheduled appointment, it will be considered a no-show. In this case, the session will be cancelled, and the full fee will be charged.

4. Cancellation & Reschedule Policy

To maintain continuity of care and support the operational needs of the Sanctuary, please adhere to the following cancellation and rescheduling policies:

4.1. Cancellation & Rescheduling Requirements

Appointments must be cancelled or rescheduled during office hours (Monday to Friday, 8 AM to 5 PM; Saturday, 9 AM – 1 PM) and at least 24 hours in advance to avoid charges. This policy applies to public holidays as well.

4.2. Late Cancellations

Cancellations made less than 24 hours before the appointment or outside of office hours will incur a full charge.

4.3. No-Shows

Failure to attend a scheduled appointment without proper rescheduling will automatically result in the full session fee being charged.

5. Booking Confirmation

Your booking will only be confirmed once payment has been received. If payment is not received, your booking will automatically be cancelled 24 hours prior to the scheduled session.



6. Client Responsibility

It is your responsibility to ensure that your contact information and other details on the client form are accurate. Please verify your details to avoid any booking issues.

7. International Payments

Clients are responsible for any banking fees related to international payments. PayPal, Stripe and Wise are available for these transfers.

8. Third Party Bookings

Third party bookings are not permitted unless for a minor. If you wish to gift a session, please contact Simeona directly.

Thank you for choosing Simeona's Soulful Sanctuary. We look forward to serving you. If you have any questions or need further assistance, please do not hesitate to contact us.

With Love

Sims

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