

Cancellation, Re-Scheduling, Late Attendance, Non Attendance, Privacy

The following Statements are for the information of all clients using the various services offered by Anne Germain in all her capacities when paying either by electronic methods or paying deposits for these services

Cancellations

- A £5.00 Administration fee will be applicable on any appointment cancelled with more than 24 hours notice; the balance of the paid amount will be refunded as promptly as is practicable allowing for standard accounting procedures using the same format as payment was received in.
- A 50% cancellation fee will be applicable on all Hypnotherapy, Reiki Treatments, Private Readings and Public Demonstration Tickets if less than 24 hours notice is given; the balance of the paid amount will be refunded as promptly as is practicable allowing for standard accounting procedures and using the same format as payment was received in.
- A 75% cancellation fee will be applicable on Workshops, Spiritual Development Workshops and Courses; the balance of the paid amount will be refunded as promptly as is practicable allowing for standard accounting procedures and using the same format as payment was received in.

Re-Scheduling

- If Anne is unable to fulfil her obligations due to unforeseen circumstances appointments will be rescheduled or a full refund will be available if no mutually agreeable date or time can be reached. The amount will be refunded as promptly as is practicable allowing for standard accounting procedures and using the same format as payment was received in
- However, if clients are unable to attend they will be offered the opportunity to reschedule once only if they fail to attend the second appointment they will be deemed to have failed to attend or cancel within appropriate time.

Late Attendance

- Those attending late for Hypnotherapy, Reiki or Private Readings will have their appointment times amended accordingly; if insufficient time is available to undertake the original appointment they will be offered an opportunity to reschedule on one occasion only. Workshops, Spiritual Development Workshops and Courses will need to be dealt with on an individual basis due to their nature and the amount of the course missed along with the circumstances involved with delays caused to arrival of students.

Non Attendance

- Following a non attendance for Hypnotherapy, Reiki, Private Readings, Public Demonstrations, Workshops, Spiritual Development Workshops and Courses no refund will be applicable without prior agreement from Anne Germain who will review individual circumstances a refund less administration fee may be appropriate with circumstances out of the control of the student.

Privacy Statement

- No personal data is collected, stored or forwarded to any other agent or by Anne Germain when using the electronic payment facility provided. Email addresses are used once only after a telephone reading to provide the electronic recording then removed from the system.
- Persons wishing to be included onto Anne's mailing list must actively opt in to this facility and confirm their request via confirmation email, they then have the opportunity to opt out at any time.

Any persons making payment using electronic format or bookings will be deemed to have agreed to the above policy statement.

Anne follows the '[Spiritual Workers Association](#)' Core Values