

IPHM ACCREDITATION

Refund Policy

Effective Date: 01/09/2026**Business Name: Fae Therapies**

1. Purpose of this Policy

Fae Therapies is committed to treating all clients and learners fairly. This Refund Policy sets out the circumstances in which refunds or cancellations may be requested and the process for doing so. This policy applies to all treatments and 1-1 Reiki teaching offered by Fae Therapies.

2. Holistic Treatments

2.1. Cancellation by the Client: If you need to cancel or reschedule your treatment there must be at least 48 hours given.

2.2. Late Cancellations: Appointments cancelled with less than 48 hours' notice, a 50% cancellation fee will apply. This fee covers my time, any lost bookings and any preparation already undertaken.

2.3. No-Show Policy: If you do not attend your appointment without contacting me, the 100% full treatment fee will be non-refundable and due.

2.4. Cancellation by Fae Therapies: If Fae Therapies needs to cancel or reschedule an appointment, you will be given as much notice as possible and offered a full refund or alternative appointment at no extra cost.

2.5 Late Arrivals If you arrive late for your session, your treatment may be shortened to accommodate the next client, but the full price of the treatment will still apply.

3. Courses and Training

Important Information: Consecutive Day Structure: My 1-1 Reiki courses are intentionally designed and scheduled to run over two consecutive days to ensure the energy attunements and training modules are integrated correctly. By booking a course, you commit to attending both scheduled back-to-back days. If you fail to attend the second consecutive day, the remainder of the course is forfeited, and any rescheduling will be for the whole of the course at my sole discretion and may incur an additional fee.

3.1. Deposit and booking: Deposit and Booking: To secure your 1-1 Reiki training day, a non-refundable deposit of £50 is required at the time of booking. This covers my time in preparing your manuals and training materials.

3.2. Cancellation Notice: If you need to reschedule or cancel your course, you must give me at least 7 days' notice.

3.3 Late Cancellations: If you cancel with less than 7 days' notice, your deposit will be forfeited, and any remaining course balance can be transferred to a future training date at my discretion

3.4. Allergy and Environment Suitability: As stated in my confidentiality policy, my practice environment is home to animals (cats and a dog) and is not a guaranteed nut-free environment. Learners are solely responsible for assessing their allergy suitability prior to booking. No refunds will be issued if a training course cannot proceed because a student failed to review this notice.

3.5 Cancellations by Me: If I must cancel a 1-1 training course due to illness or an emergency, I will offer you a choice of a full refund or an alternative date. In these rare events, Fae Therapies is not liable for any personal costs you may have incurred, such as travel or accommodation

3.6. Learner Non-Attendance: If you fail to attend your scheduled 1-1 training course without giving prior notice, the entire course will be non-refundable and forfeited, any request to reschedule to a further date will be treated as a brand-new booking and will require a new fee.

4. Digital Products and Downloads

4.1. Digital Downloads: Due to the Instant, downloadable nature of digital products (such as electronic manuals, meditation audio files or digital workbooks) all sales of digital downloads are strictly final and non-refundable.

4.2 By purchasing a digital product from my website and streaming or downloading the content, you explicitly waive your statutory 14 day right to cancel. If you experience any technical difficulties accessing a download file, please contact me carla@faetherapies.co.uk

5. Physical Products

5.1. All sales of physical items (such as crystals, oils, or wellness products purchased in the sanctuary) are subject to standard consumer rights.

5.2 Returns: If an item is faulty or damaged, you have the right to return it within 30 days for a full refund or replacement.

5.3 Exchanges: For hygiene reasons, items such as personalized oil blends or body products cannot be returned or exchanged once opened, unless they are faulty

5.4 Change of Mind Returns: If you change your mind about a physical product, you may return it within 14 days of receipt, provided it is unused and in its original packaging. Return postage costs are the responsibility of the customer unless the item is faulty.

6. How to Request a Refund

6.1. Process: All refund requests must be made in writing to me by emailing carla@faetherapies.co.uk with your full name, the specific treatment or 1-1 Reiki course booked. The date of the scheduled session, and a brief description of your request.

6.2. Refund Timescales: I will review your written request in accordance with my booking terms and respond via email **within 5 working days**. If a refund is approved, it will be issued back to your original payment method within **7-10 working days**.

7. Your Statutory Rights

This policy does not affect your statutory rights under UK consumer law, including the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. If you are unsure of your rights, you can seek advice from Citizens Advice or the Citizens Advice consumer helpline.

8. Exceptional Circumstances

Fae Therapies will always consider requests made under exceptional circumstances, such as serious illness or bereavement, on a case-by-case basis. I will use my discretion fairly and compassionately. Supporting documentation (such as a medical note) may be requested at my discretion to validate a request.

9 Consumer Contracts Regulations 2013

In accordance with UK consumer law, when you book a treatment or 1-1 Reiki course online via my website, you are entitled to a 14-day cooling-off period, during which you may cancel and receive a full refund. However, the following strict exceptions apply in alignment with the Regulations:

9.1 Booking Within 14 Days: If you explicitly request or schedule a treatment or course to take place within this 14-day cooling-off period, you acknowledge that you waive your right to cancel, and my standard 48-hour treatment or 7-day course cancellation policies will apply.

9.2 Services Already Delivered: Once a holistic treatment or 1-1 course has been fully delivered, your right to cancel is entirely waived, and no refunds can be issued

10. Contact Details

If you have any questions about this policy or wish to make a refund request, please contact:

Name and Business Name	Carla Small / Fae Therapies
Email Address	carla@faetherapies.co.uk
Telephone	07888942248
Postal Address	40 Russel Road, Bournemouth, BH10 7HD