



SELF HEALTH AUSTRALIA

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TERMS & CONDITIONS and General Information

(Terms & Conditions apply to Readings for both animals and people.)

PLEASE TAKE NOTE OF YOUR READING DATE IN YOUR CALENDAR SO YOU DO NOT FORGET AS NO REMINDERS ARE GIVEN!

Please make yourself familiar with the terms & conditions below.

If you have any questions please do not hesitate to contact me.

1. Readings must be paid prior to your scheduled booking. Readings will not be confirmed until payment has been made.
2. Readings are non-refundable.
3. Reading times and dates can be changed once only as arranged with Rommie. Thereafter, your Reading will be cancelled and no refund will be given.
4. Booking times agreement:
 - If you are attending a face to face or Zoom online video Reading, your booking time will start at the time agreed with you at your initial booking. If you are late, the Reading will still finish at the original finish time. For example, if your booking is for a 60 minute Reading and you have booked for 10am and arrive at 10.15am, your Reading will still finish at 11am. There will be no rescheduling of your booking and no refund will be given.
5. Write down your questions - I would always suggest writing a list of questions you may want to ask Rommie during your session. Rommie is not able to answer any questions you may have forgotten a few days later as she is booked up with other appointments. If you forget to ask some questions or there is not enough time to get through them then you will need to rebook.
6. Duration of your reading cannot be changed by you after your booking has been made unless arrangement can be made with Rommie. For example, if you book a half hour reading and decide you want to have and pay for a full hour your reading will be rescheduled.
7. For pet communications, your pet does not need to be with you at the time of connection with Rommie.

*Cancellation Policy unfortunately this process has had to be set in place. If you cancel your booking you need to give **7 days'** **notice** otherwise cancellation charges may apply. If you have booked and paid and do not call at your designated time you will be cancelled and no refund will be issues.*