

REFUND, CANCELLATION & RESCHEDULING POLICY

1) Purpose

This policy explains when a refund, credit, or reschedule may be available for Hypnotic Care services, and how requests are handled.

2) Scope

This policy applies to all services purchased from Hypnotic Care, including:

- Individual hypnotherapy sessions (in-person or online)
- Packages or programs (multi-session services)
- Workshops or group sessions (if offered)
- Digital resources supplied as part of a service (if offered)

3) Key principles

- We aim to be fair, consistent and transparent.
- Where Hypnotic Care needs to cancel or substantially change a booked service, we will offer an appropriate remedy (refund or credit).
- Nothing in this policy limits your rights under Australian Consumer Law.

4) When refunds or credits may be offered

a) If Hypnotic Care cancels or reschedules

If we cancel your appointment or make a material change (time/location/format) and you cannot proceed, you may choose:

- A full refund, or
- A credit to rebook later

b) If a prepaid package/program cannot continue

If you've paid for a package and services cannot be delivered (for example, Hypnotic Care is unable to continue providing the service), we will provide:

- A refund or credit for the unused portion of the package/program.

c) If required by law

Refunds will be provided where required under Australian Consumer Law (for example, in the event of a major failure with the service).

5) When refunds are generally not provided

Refunds are generally not provided for:

- Change of mind or “I don’t need it anymore”
- Personal circumstances, schedule changes, travel issues, or work commitments
- Dissatisfaction based solely on expectations of a guaranteed outcome
- Missed appointments (no-shows) or late cancellations (see Section 6)
- Any service already delivered (i.e., once a session has taken place)

6) Cancellation, rescheduling & no-show policy (appointments)

Notice period

To cancel or reschedule without a fee, you must notify us at **least 1 business day (24 hours)** before your appointment time.

Late cancellation fee

If you cancel or reschedule within 24 hours of your appointment, a fee may apply:

- 50% of the session fee (late cancellation)

No-show fee

If you do not attend your appointment and do not notify us in advance:

- 100% of the session fee is payable (no-show)

Late arrival

If you arrive late, your session may be shortened to avoid impacting the next client. The full session fee still applies.

Compassionate discretion

We understand life happens. In cases of genuine emergency or exceptional circumstances, Hypnotic Care may waive or reduce fees at our discretion.

7) Packages & programs (multi-session purchases)

Using sessions

Once a session in a package has been delivered, it is considered used and is not refundable.

Refunds on unused sessions

If a refund is approved for unused sessions, the refund will apply only to the unused portion and may be calculated at the standard single-session rate (not the discounted package rate), unless required otherwise by law.

Transfers

Packages are generally non-transferable (to another person) unless we approve in writing.

Expiry

If your packages have an expiry period, add it here:

- “Packages must be used within [X months] of purchase unless otherwise agreed in writing.”

8) Payment issues & dishonoured payments

If a payment is reversed, declined, or dishonoured, you are responsible for any bank or processing fees incurred by Hypnotic Care.

9) How to request a refund or credit

All refund requests must be made in writing to [insert email] and include:

- Full name
- Date/time of appointment or package purchase
- Reason for the request
- Preferred outcome (refund or credit)

We will acknowledge your request and respond with a decision within 10 business days (or sooner where possible).

10) How refunds are processed

- Approved refunds are returned to the original payment method where possible.
- Refund processing time is typically 5–10 business days (depending on your bank/payment provider).

11) Australian Consumer Law statement

Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a remedy for a major failure and compensation for any other reasonably foreseeable loss or damage.