

# TERMS AND CONDITIONS

## 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 sessions, packages/programs, workshops (if offered), and any digital resources supplied as part of a service.

## 3) Key principles

- We aim to be fair, consistent and transparent.
- If Hypnotic Care cancels or substantially changes 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 have 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.

### 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
- 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 (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 **[24/48] hours** before your appointment time.

**Late cancellation fee:** If you cancel/reschedule within **[24/48] hours**, **50%** of the session fee may apply.

**No-show fee:** If you do not attend and do not notify us in advance, **100%** of the session fee is payable.

**Late arrival:** Your session may be shortened; the full fee still applies.

**Compassionate discretion:** In genuine emergencies or exceptional circumstances, we may waive or reduce fees at our discretion.

## 7) Packages & programs (multi-session purchases)

- Once a session has been delivered, it is considered used and is not refundable.
- Approved refunds 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.
- Packages are generally non-transferable unless we approve in writing.
- Packages must be used within **[X months]** of purchase unless otherwise agreed in writing.

## 8) Telehealth sessions (if applicable)

You are responsible for having a suitable device, private space, and stable internet connection. If a telehealth session is disrupted due to your connection/device, the session may still be counted as delivered. If disruption is on our side, we will offer a fair remedy such as rescheduling or crediting time.

## 9) Payment issues, reversals and dishonoured payments

If a payment is reversed, declined, charged back, or dishonoured for any reason, you are responsible for any bank/processing fees incurred and for paying any outstanding balance.

## 10) Promotions and review incentives (if offered)

If a promotion involves a review incentive (e.g., free session/discount), the incentive applies regardless of whether the review is positive or negative, and must be disclosed as incentivised where the review is posted.

## 11) How to request a refund or credit

Requests must be made in writing to [insert email] and include full name, appointment/purchase details, reason, and preferred outcome. We will acknowledge receipt and respond with a decision within **10 business days**.

## 12) How refunds are processed

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

## 13) Australian Consumer Law statement

Our 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.