Refund Policy

Effective Date: 2

Refund Policy for Kylie Greste – Ignite Your Spirit Therapist

Thank you for choosing to work with me. I am committed to providing each client with a professional, caring and supportive healing experience.

Energy Healing Sessions

Energy healing is a complementary wellness practice. Each person's experience and results are unique and can vary depending on individual circumstances. As outcomes cannot be guaranteed, refunds are not provided based on personal expectations or perceived results following a session.

Where appropriate, a credit may be offered at my discretion for future sessions instead of a refund.

Cancellations and Rescheduling

If you need to cancel or reschedule your appointment, please provide at least **24 hours' notice**.

- Appointments cancelled with more than 24 hours' notice may be rescheduled, refunded, or issued as a credit for future use.
- Cancellations made with less than 24 hours' notice may incur the full session fee; however, a credit may be offered at my discretion.
- Clients who do not attend their scheduled appointment without notice ("no-shows") are not eligible for a refund, though a credit may be considered in exceptional circumstances.

I understand that emergencies and unforeseen circumstances can occur. These situations will be considered at my discretion.

Packages and Prepaid Sessions

If you purchase a package of sessions, refunds are not available for unused sessions once the package has commenced.

Unused sessions may, at my discretion, be transferred to another person or converted into a credit for future use within any applicable expiry period.

Workshops, Meditation Classes and Events

Refunds for workshops, meditation classes or special events are available if cancellation is made at least **7 days** before the event.

Cancellations received within 7 days of the event are generally non-refundable. If your place can be filled from a waiting list, a refund or credit may be offered at my discretion.

Credits

Credits issued may be used toward future sessions, workshops, or services and must be used within any specified expiry period. Credits are non-transferable unless otherwise agreed and cannot be redeemed for cash.

Australian Consumer Law

Nothing in this Refund Policy excludes or limits your rights under the Australian Consumer Law.

If you are entitled to a remedy under Australian Consumer Law, those rights will apply.

Questions

If you have any questions about this Refund Policy, please contact:

Kylie Greste

Email: kyliegrestehealer@gmail.com

Phone: +61 428 955 127

Thank you for your understanding and for allowing me to support you on your healing journey.