

## Terms and Conditions of booking a Reading with Denise

The following are important terms and conditions that need to be read and accepted before your reading can go ahead.

### 1. BOOKING CONFIRMATION

The details of your reading appointment will be confirmed to you 24 hrs in advance, to give you time to set up and be ready.

### 2. MAKING THE MOST OF YOUR READING

Please find a quiet space to enjoy your reading where you will not be distracted. Situations such as driving your car, out shopping, loud music etc. are not conducive to a good reading. This is for your benefit as well as mine.

### 3. CANCELLATION OR RESCHEDULING POLICY

If you need to cancel or reschedule your appointment without charge, you can only do this up to 24 hrs before your scheduled appointment. After this point the fee that you have paid will be non-refundable. To do this via the website simply find your original order email and use the link provided to reschedule your appointment. Please note that it is not possible to call, Whatsapp or by sending me an email to reschedule or cancel your appointment. The only way to change or cancel is using the link. The link is time-zone coordinated making it easier for you to navigate.

### 4. PUNCTUALITY

It is essential that you arrive on time for our call. Punctuality is very important. I ensure that I am in place early for every session. When you book a reading, you are paying for time. That means that if one client is late, the next client would then be delayed. I learned this valuable tool whilst working at Spell Box who had a continuous flow of clients waiting to see me.

I have built in a 5-minute grace period, so if after 5-minutes you have not showed this will be considered a no-show.

### 5. FAILURE TO ATTEND THE APPPOINTMENT (NO SHOWS)

Our session starts at the time you have booked it for, regardless of whether you are present or not. This is because your reading begins before we meet, when I tune into your energy and connect with you spiritually. I also create your astrological and numerology profile before we meet. If you do not show within 5 minutes, I will not be able to finish the reading and a new appointment will have to be booked or purchased via the website. Unfortunately, refunds are not available for 'no show'.

## **6. AVAILABILITY**

The availability you see on my appointment schedule is all the availability that I have. I feel blessed and grateful to be so busy.

I do not offer emergency readings or readings at the last minute as a matter of respect for everyone's time. By fitting someone in could mean not being able to see someone else who has booked in advance.

## **7. ADDITIONAL SUPPORT**

A Tarot reading is not a substitute for therapy. If you are struggling with a mental or emotional issue that needs support, please seek a licensed therapist. I am also a Hypnotherapist and Life Coach and can help you if you need additional support apart from a reading. Contact me via the contact page on my website if you require further information regarding the other therapies I offer.

## **8. ZOOM READINGS, VIDEO OR AUDIO**

Readings are done via zoom on camera. If you prefer, to have the reading on audio only that is acceptable. I do not record or store the reading sessions however you are welcome to do so on any personal recording device. If you would like me to take a picture of your tarot spread and send it to you after the reading, please let me know at the beginning of the reading and I will be happy to send you a photo.

## **9. AFTER THE READING**

After our session is over, I would respectfully advise you that I do not that you do not email me follow-up questions or ask me to answer a "quick" question, be it something forgotten from a session or asking me to draw another card on a different question. I cannot do that because of timing concerns and spirit often leaves once I have officially ended the session. So, any answers may not be helpful anyway. Also, I am sure you understand I need to conserve my energy to be able to give and be my best for you.

By booking a reading with me, you are acknowledging and agreeing to the above terms and conditions.

Thank you for your understanding, I look forward to having a session with you soon.

Gratitude and best wishes,

Denise