

## ***Terms & Conditions for services offered at JoannaTheMedium.com***

All Mediumship and Past Life Regression services, with the exception of Family Consultations, are booked for 1 (One) individual per session, unless otherwise specified upon in advance.

All services at [JoannaTheMedium.com](http://JoannaTheMedium.com) must be paid at time of booking.

All Regular Sessions may be rescheduled **up to 48hrs** prior to the commencement of the session by following the link in your confirmation email; (phone calls or texts will not be accepted).

Fees are ***forfeited and non-transferable*** when cancelled or rescheduled **within the 48 hour window**.

**Rush Sessions** are **non-refundable and cannot be downgraded**. You may choose to reschedule your session to a Regular Session **up to 48hrs** prior to the commencement of your session, however, there will be **NO refund** for the fee difference.

You may cancel your appointment by emailing [info@joannathemedium.com](mailto:info@joannathemedium.com) and your cancellation will be effective immediately. NO REFUNDS OR CREDITS FOR FULL OR PARTIAL PAYMENTS are made through the website.

Your appointment will be considered 'appointment cancelled' if you are more than 20 minutes late. In these cases funds will not be refunded or transferred.

If a rescheduled appointment is requested and deemed necessary **due to special circumstances**, it is agreed that the client will be charged a \$50.00USD rebooking fee. The first available date will be offered, and can extend up to a maximum of 3 months; rescheduled requests are dependent on Joanna's schedule. Reschedules due to 'special circumstances' are at Joanna's discretion.

### ***Privacy Policy***

As a client of Joanna, all of your information is considered extremely private and personal, thus, your information is kept completely confidential.

### ***Right to Terminate***

We reserve the right to terminate or restrict your use of our services, without notice, for any or no reason whatsoever

Joanna reserves the right to cancel your session upon your arrival. In these cases your monies will be refunded.

If within 15 minutes of your Spiritual Consultation/Reading session, a link is not made, the reading will cease and a full refund will be provided\*

\*not applicable to Soul Coaching and Past Life Regression Services

### ***Limitations on Use***

You must be 18 years of age or older to use our services, unless accompanied by or we have current valid written approval from an approved guardian(s) and/or parent(s). In certain jurisdictions, the age of majority may be older than 18, in which case you must satisfy that age in order to use our services. While individuals under the age of 18 may utilize the service, they may do so only with the involvement of a parent or legal guardian, under such person's responsibility and otherwise subject to these Terms of Use.

### ***Legal Disclaimer***

Disclaimer for Psychic, Intuitive & Mediumship Readings

You accept fully, by using our services through a direct or indirect request for a mediumship/psychic reading of any kind, the following;

Joanna will connect with the world of Spirit and will also gain insight using her psychic awareness. The information that she provides are for guidance only. What you decide to do with the information that Joanna offers you, including any actions you may take, is down to your own personal responsibility and choice. All readings and questions answered should at no time be regarded as legal, medical, financial, psychological or business fact and are subject to your own interpretation and judgement. For legal reasons we have to advise you that the readings are for entertainment purposes only. Joanna's mediumship and psychic services are not a substitute for professional services and it is advised that you should seek advice from a relevant qualified expert.

