

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

All Mediumship and Soul Coaching 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 must be paid at time of booking.
- All 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).
- **RUSH sessions are non-refundable** but can be rescheduled up to 48hrs in advance.
- Fees are forfeited and non-transferable when *cancelled or rescheduled in less than the 48 hour window*.
- You may cancel your appointment by emailing info@joannathemedium.com and your cancellation will be effective immediately. NO REFUNDS OR CREDITS FOR FULL OR PARTIAL PAYMENTS are made through the website.
- There will be no refunds made under any circumstances for sessions that have been completed.
- If within 15 minutes of your session a link is not made, the session will cease and a full refund will be provided.
- Your appointment will be considered 'appointment cancelled' if you are more than 15 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.\*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 these services, 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 intuitive skills and abilities. The information that she provides are for guidance purposes 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 information provided 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 sessions 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.