



Claire Donaldson - Holistic Therapist

www.shewaliving.co.uk

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Payment Policy

At Shewa Living - Holistic Therapies, we strive to provide quality services while maintaining transparent and convenient payment procedures. Please review the following payment policy:

1. **Payment Methods**: We accept payment in the following forms:

- Cash
- Electronic bank transfer (details will be provided)
- Payment via website (for courses and specific therapy offers)

2. **Payment Due Date**: Payment is due at the time of service unless prior arrangements have been made. For services requiring multiple sessions / packages or for courses, payment may be required in advance or as agreed upon at the time of booking.

3. **Late Payments**: Any payments not received by the due date (up to 2 days after service) will incur a £5 late fee. A reminder message via text or email will be sent requesting payment, in advance of the late fee being implemented. Clients with outstanding balances will be required to settle these before scheduling additional appointments or accessing further services.

5. **Refunds**: Refunds will be provided:

- If services have been interrupted or affected in anyway.
- If cancellation happens and services have already been pre-paid, and the client does not want to reschedule.

Certain fees may be non-refundable, including but not limited to:

- Booking fees or deposits: Fees collected to secure appointments or reserve time slots are non-refundable unless otherwise stated in our Cancellation Policy.

7. **Package Deals and Discounts**: From time to time, we may offer package deals or discounts on our services. Terms and conditions for these special offers will be clearly communicated at the time of purchase.

9. **Changes to Payment Policy**: We reserve the right to update or modify our payment policy as needed. Any changes will be communicated to clients in advance.



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We appreciate your cooperation in adhering to our payment policy. If you have any questions or require further assistance, please feel free to reach out to us.

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