

# Online Therapy for Women in African Cities



## CANCELLATION AND REFUND POLICY

### SESSIONS

The time allocated to you for person to person sessions is reserved especially for you. Being on time for your session is greatly appreciated. If you are 15 minutes or more late, we reserve the right not to conduct the session. Please bear in mind that if you do arrive late for an appointment, your session will still conclude at the allocated time.

### CANCELLATION BY US

We reserve the right to modify or cancel any session if unforeseen circumstances arise. If we cancel we shall inform you as soon as possible.

### CANCELLATION BY YOU

1. Without prejudice to the following terms, we will provide a full refund for any individual bookings which are cancelled within the first 3 days after the making of that booking and where the session date has not already passed.
2. If you wish to cancel or reschedule a booking, please note the following cancellation conditions will apply, where you are seeking to cancel a session after the 3 day cooling-off period referred to above:
  - i) less than 48 hours prior to the session – \$20 (2,000 kshs) administration fee;
  - ii) failure to show for a session- the full cost of a session will be charged i.e no refund.
3. Administration fees need to be transferred to our bank account within 72 hours, for rescheduling.

**PLEASE REMEMBER:** You can cancel or reschedule your session by calling us:

(Mon-Fri 8am-10am): (254) 734 906 536 **OR** (254)731 065 256 *(please do not leave messages on this numbers)* Email: [goe.healing@gmail.com](mailto:goe.healing@gmail.com)