

# ***Cancellation, Returns and Voucher Redemption Policy***



**Effective Date: 09/01/2025**

At Moon Awakening, we are committed to providing you with a calming and rejuvenating experience. We want to ensure that all our clients enjoy their treatments to the fullest. Below is our policy regarding cancellations, returns, and the use of massage packages & vouchers.

### **Cancellation Policy**

We understand that life can be unpredictable, and sometimes plans change. If you need to cancel or reschedule an appointment, please follow our guidelines below:

#### **Cancellation with No Charge:**

- **For single appointments:** If you need to cancel or reschedule, please inform us at least **24 hours before** your scheduled appointment to avoid any cancellation charges.
- **For group appointments or events:** If you are booking for multiple people, we ask for **48 hours' notice** for cancellations or changes to avoid charges.

#### **Late Cancellation or No-Show Charges:**

- Cancellations made within 24 hours of the appointment time, or no-shows, will be subject to a 50% charge of the treatment cost.
- In cases where a client does not arrive for their appointment without prior notice, a **100% charge** of the full treatment price will apply. We may require a deposit to secure a booking which we shall use at our discretion. This is non-refundable.

#### **How to Cancel or Reschedule:**

- Please call us directly or email us to cancel or reschedule.
- If you are unable to reach us by phone, please leave a message or send an email, and we will confirm the change as soon as possible.

#### **Late Arrivals:**

- If you arrive late for your scheduled appointment, we will do our best to accommodate you. However, please note that your treatment time may be shortened to avoid impacting subsequent appointments.
- Full payment for the scheduled time will be required regardless of any reduced treatment duration.

### **Returns Policy**

At Moon Awakening, we are committed to ensuring your satisfaction with all services and products. However, as a wellness service provider, we have specific guidelines for returns and exchanges.

#### **Services:**

- Due to the nature of the services provided, we are unable to offer refunds on massage treatments once they have been completed.
- If for any reason you are dissatisfied with your massage treatment, please let us know immediately after the session, and we will do our best to address any concerns.

#### **Retail Items**

We want you to be completely satisfied with your purchase. If for any reason you are not, we accept returns on unopened and unused retail items, such as crystals, massage balls, and similar products, within 30 days of purchase. To initiate a return, please ensure the item is in its original condition and packaging. Unfortunately, we cannot accept returns on products that have been opened, used, or are damaged.

#### **Massage Packages & Vouchers**

We are delighted to offer Massage Packages and Vouchers for our clients to enjoy ongoing relaxation and wellness. Please review the following important information on redeeming packages and vouchers:

##### **Redeeming Massage Packages:**

- 3-session Massage Packages are valid for 6 weeks from the date of purchase.
- 6-session Massage Packages are valid for 12 weeks from the date of purchase.
- To redeem a session as part of your package, you must book in advance. When booking, mention that you are using a package to ensure the appropriate discount is applied.
- If you do not use all the sessions by the expiry date, the remaining sessions will unfortunately expire and cannot be refunded or transferred.
- Some packages may be transferable to a friend or family member, but this must be confirmed with us at the time of booking.

##### **Redeeming Vouchers:**

- To redeem your voucher, please ensure you mention your voucher at the time of booking to ensure it is valid for the treatment. Vouchers are valid for 12 months.
- Vouchers are non-refundable and cannot be exchanged for cash. Vouchers are intended for the named recipient and may not be used by anyone else unless explicitly stated.



- Vouchers that have expired cannot be redeemed. If your voucher has expired, please contact us for any available alternatives (e.g., voucher extension or new voucher purchase). We will consider extending the validity of vouchers in exceptional circumstances (e.g., illness, travel issues), but extensions are not guaranteed and must be requested before the expiry date. Extensions may incur an administrative fee, and we reserve the right to determine the appropriate extension time.

### **General Terms and Conditions**

- If you have any health conditions or concerns that may affect your treatment, please let us know prior to your appointment. This allows us to provide the most suitable treatment for you.
- We respect your privacy and personal data. All client information is stored securely and will only be used in accordance with our Privacy Policy.

### **Contact Us:**

For any questions regarding cancellations, returns, or redeeming your packages and vouchers, please feel free to contact us:

- Phone: 07398 521754
- Email: [moonawakeningmassage@gmail.com](mailto:moonawakeningmassage@gmail.com)

Moon Awakening values your well-being. We thank you for respecting our policies and for choosing us for your massage experience.