

Service & Cancellation Policy

1. Booking Requirements & Safety

To provide the most accurate reading and to ensure a secure environment, the following are required for every booking:

- **Information Needed:** Full legal name, date of birth, email address, and telephone number.
- **The Energy of Your Name:** Your name and birth details carry a specific frequency. Having these allows me to tune into your energy and prepare the correct links or space for your session.
- **Personal Security:** As I am inviting clients into my private home and sacred space, providing your verified contact details is a requirement for my protection. I reserve the right to decline service if this information is not provided.

2. Spiritual Expectations & Authenticity

- **Mediumship, Tarot & Spirit Guides:** I act as a bridge to the higher realms. I cannot "summon" specific spirits or guarantee a 100% connection with a particular soul or guide. The session depends on the energy of the day and what Spirit deems necessary for you to hear.
- **The Truth from Spirit:** I deliver messages exactly as they are presented. You may not always "like" or agree with the truth my guides present, but I ask that you accept the connection as it flows.
- **Reiki & Crystal Healing:** These sessions encourage deep relaxation and emotional release. This may bring up old memories or emotions; this is a sign the healing is working. Please download the Care Sheet from my website. Results depend on your subconscious acceptance, so specific outcomes cannot be guaranteed.

3. Refund Policy

- **The 10-Minute Guarantee:** If I feel a clear connection cannot be established within the first 10 minutes of a reading, I will call the session off. In this rare instance, I will offer you a full refund or a reschedule.
- **Final Sale:** Once a session passes the 10-minute mark or is completed, no refunds will be issued. You are paying for my time, energy, and spiritual labor.

4. Payment & Bookings

- **Upfront Payment:** Full payment is required at the time of booking to secure your slot.

- **No Pay, No Service:** To protect my business, if payment is not received prior to the session, the appointment will be cancelled.

5. Cancellations & Rescheduling

- **24-Hour Notice:** I require at least 24 hours' notice for any cancellations.
- **Tina's Discretion:** I understand that life is unpredictable. In cases of unforeseen emergencies or sudden illness, rescheduling is at my discretion. I am happy to be flexible for genuine, one-off emergencies.
- **Provider Illness:** If I am unwell and unable to hold the session, I will offer you a full refund or a priority reschedule.

6. Punctuality & Recordings

- **Timekeeping:** Sessions must end at the scheduled time. If you are late, I cannot make up the lost time or extend the session, as I must respect the next client's booking.
- **Recordings:** Sessions are recorded for your benefit and deleted after 7 days. Please ensure you have taken your notes or reviewed the audio within this week.

7. Legal Disclaimers & Age Policy

- **Age Requirement:** You must be 18 years or older to book any service with me. By paying for a session, you confirm you are of legal age.
- **Entertainment Purposes:** In accordance with UK law, I must state that all readings (Mediumship, Tarot, Spirit Guide connection) and energy work are provided for entertainment purposes only.
- **No Professional Advice:** My services are not a substitute for professional legal, financial, medical, or psychiatric advice. I cannot diagnose illnesses or give financial/legal "instructions."
- **Personal Responsibility:** Any path you choose to take or any action you take based on a session is your own personal responsibility. Spirit provides guidance, but you provide the free will.