



Refund Policy

Hannah Airey | Holistic Wellness Last updated: June 2026

1. Overview

I want every client to feel confident when booking my services. This Refund Policy outlines the terms that apply to holistic treatments, workshops, and trainings.

2. Holistic Treatments

Payment is required at the time of booking or prior to your appointment.

Cancellations with 24 or more hours notice If you cancel or reschedule your appointment with at least 24 hours notice, a full refund will be issued or your payment can be applied to a future appointment.

Cancellations with less than 24 hours notice Cancellations made with less than 24 hours notice may forfeit their payment. I understand that unexpected situations arise and will consider these circumstances on a case-by-case basis with compassion and fairness.

No shows Appointments where no notice is given will forfeit full payment.

3. Workshops

Deposit The 50% booking deposit is non-refundable, except in the event that I (the Contractor) need to cancel the workshop. In that case, the full deposit will be refunded promptly.

Balance of Payments

- If the client/business cancels more than 30 days before the workshop date, the balance payment (if already made) will be refunded in full (less initial deposit).
- If the client/business cancels less than 30 days but more than 7 days before the workshop date, 50% of the outstanding balance will be payable and no refund will be issued on amounts already paid.

- If the client/business cancels less than 7 days before the workshop date, 100% of the outstanding balance will be payable and no refund will be issued on amounts already paid.

Contractor Cancellation If I need to cancel a workshop due to unforeseen circumstances, the full deposit will be refunded and I will make every effort to reschedule at a time that suits both parties.

5. How Refunds Are Processed

Refunds will be returned via the original payment method where possible. Please allow up to 5–10 working days for refunds to appear in your account.

6. Contact

If you have any questions or concerns about a refund, please don't hesitate to reach out. I am committed to resolving any issues fairly and promptly.

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