
Booking & Cancellation Policy

- 1) Appointment Cancellation: When you book your Appointment, you are holding space on our calendar that is no longer available to our other clients. If cancellation is necessary, we require to notify us via phone 021521640 or via email daniela.alexandra10@yahoo.co.nz at least 24h before your scheduled appointment.
- 2) Late Cancellations/ No- Shows: A Cancellation is considered late when the appointment is cancelled less than 24hours before the appointment time
- 3) Cancellation Fees: A \$50 cancellation fee will be charged to you if you do not notify us less than 24hours before the appointment time. A full charge of Appointment Cancellation fee will be charged if you do not show without notifying us at all.
- 4) If you are more than 15minutes late for your appointment, we may not be able to accommodate you and we will do our best to reschedule you. In this case you are not entitled to any refunds.
- 5) If you are less than 15 minutes late, please be aware that we may not be able to extend your scheduled appointment.
- 6) Cancellations before the 24hour Period will receive a refund or have the option of applying the funds towards another appointment.
- 7) In the event, that of a true an unavoidable emergency, all cancellation fees will be applied to future Services
- 8) All Services need to be paid in advance and this will be used for your cancellation fees if any
- 9) All Services are non-refundable if you are not satisfied with the appointment.
- 10) All above applies to all Services, Events and Workshops in person or online.
- 11) If a client misses an appointment for more than once, we reserve the right to refuse you any further appointments
- 12) If the provider Daniela Psychic Light needs to reschedule no fee will apply and you are entitled to a full refund or new booking
- 13) The Provider Daniela Psychic Light reserves the right to reschedule your appointment anytime.