



Soul Resonation

BOOKING, CANCELLATION & REFUND POLICY

Page 1 of 2



These terms apply to all bookings and services with Soul Resonation, including all Signature Elemental Experiences, Massage & Bodywork, Facials & Skin Therapies, Thermal & Stone Experiences, Tuning Fork & Sound Therapy, Bio-Well & Bio-Cor sessions, Guided Soul Reflection and Enhancements.



1. BOOKINGS & CONFIRMATION

Bookings can be made online, by phone, email or in person.

- Your booking is confirmed when you receive confirmation from Soul Resonation.
- Please ensure all information provided in your booking and health screening is accurate and complete.
- By booking an appointment, you agree to these Booking, Cancellation & Refund terms and our other policies (Client Care, Ethics & Safety Policy and Privacy & Client Information Policy).



2. PAYMENT

Payment is due in full at the time of booking for online bookings.

If you would prefer to pay in cash on the day, please contact me in advance to make arrangements.

All prices are in NZD and include GST. Prices are subject to change without notice.



3. ENHANCEMENTS & ADD-ONS

Enhancements can be added to your booking during the online booking process, subject to availability.

All enhancements are subject to appropriate health and suitability screening.

Enhancements form part of your booked appointment.



4. YOUR RESPONSIBILITIES

Please complete all health screening questions honestly and advise us of any changes to your health, medications or medical circumstances before your appointment.

Your safety and comfort are our priority. See Sections 6–8 for health changes, age requirements and safety.



5. BEFORE YOUR APPOINTMENT

You will receive an email with important information to help you prepare for your experience.

Please read this carefully. It includes arrival guidance and how to contact me if needed.

I look forward to welcoming you.



Our intention

We aim to create a safe, nurturing and professional space where you can relax, restore and feel supported.

Thank you for respecting our time, our space and our policies.

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6. CANCELLATIONS & RESCHEDULING

Please provide at least 24 hours' notice to cancel or reschedule your appointment.

- **More than 24 hours:** Full refund or complimentary reschedule.
- **Less than 24 hours:** 50% cancellation fee.
- **No-show:** Full appointment fee is non-refundable.

Cancellations and rescheduling must be made by phone, email or through our online booking system during business hours.



7. ARRIVAL & LATE ARRIVALS

Please arrive 5 minutes before your appointment to allow time to breathe, relax and feel ready to receive. There are plenty of seats to sit on outside until I come and greet you.

If you arrive late, your session may need to be shortened to avoid affecting other guests. The full appointment fee may still apply.



8. RUNNING LATE?

If you're running late, please contact me as soon as possible via the website Contact page or email anna@soulresonation.com.

During appointments I give my full attention to each guest, so I may not see or respond to your message until my current session has finished.



9. CHANGES TO YOUR HEALTH

Please let me know before your appointment if your health, medications or medical circumstances change after booking, as your treatment may need to be modified, postponed or declined for your safety.



10. CHILDREN

Unless stated otherwise, Soul Resonation services are available for clients 16 years and over.

Nail services are available for children 8 years and over, provided a parent or legal guardian gives consent and remains present throughout the appointment.



11. SAFETY

Soul Resonation reserves the right to modify, postpone or decline any treatment if it is considered unsafe or outside my scope of practice. Clients are responsible for providing accurate health information and advising of any changes before their appointment.



12. EMERGENCIES

I understand that genuine emergencies happen. If illness or an unforeseen event prevents you from attending, please contact me as soon as possible. Every situation will be considered with compassion.

If illness or a personal emergency prevents me from providing the quality of care you deserve, I will contact you as soon as possible to reschedule.

If I need to cancel your appointment and you are unable to reschedule or change the date, you will receive a full refund of any payment you have made.



Thank you

for helping create
a calm, respectful
and welcoming
experience for
everyone who
visits
Soul Resonation.



These policies allow
us to provide the
highest level of care
to all of our clients.

