



Soul Resonation

BOOKING, CANCELLATION & REFUND POLICY

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These terms apply to all bookings and services with Soul Resonation, including appointments purchased or arranged as a gift for another person. All appointments are subject to the same booking, cancellation, rescheduling, health, suitability and safety requirements.



1. BOOKINGS & CONFIRMATION

- Bookings can be made online or by email.
- 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).
- Where an appointment is purchased or arranged for another person, the purchaser accepts the booking, payment, cancellation and rescheduling conditions on behalf of the booking. The recipient is responsible for completing their own health information, treatment suitability screening and consent requirements before attending.



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 and suitability questions honestly and advise me of any changes to your health, medications or medical circumstances before your appointment.
- Your experience may be modified, postponed or changed where necessary for your safety and treatment suitability.
- Your safety and comfort are a priority.



5. BEFORE YOUR APPOINTMENT

- Approximately 48 hours before your appointment, you will receive an email with important information to help you prepare for your experience.
- This includes directions, arrival information, what to wear and any preparation specific to your experience.



6. CANCELLATIONS & RESCHEDULING

Please provide at least 48 hours' notice if you need to cancel or reschedule your appointment.

- **More than 48 hours:** Full refund or reschedule at no charge.
- **Less than 48 hours:** Cancellations or changes may incur a fee of up to 100% of the appointment price, as this time has been reserved especially for you and may not be possible to refill at short notice.
- **No-show:** If you do not attend and have not contacted me, the full appointment fee will be retained.

I understand that genuine illness, emergencies and unexpected circumstances happen. Please contact me as soon as possible. Every situation will be considered individually and with compassion, and where appropriate I will work with you to reschedule.

Please do not attend if you have a contagious illness or if attending could place you, me or other clients at risk.

Repeated late cancellations or rescheduling may result in the full appointment fee being retained or charged.

Appointments may be cancelled or rescheduled online where available and within the permitted booking window. For changes within 48 hours or whenever assistance is required, please email anna@soulresonation.com.



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 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 email anna@soulresonation.com as soon as possible.
- 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.
- Your experience may need to be modified, postponed or changed to another suitable experience for your safety and treatment suitability.
- Where an adjustment is required for health or treatment suitability reasons, I will work with you to arrange an appropriate option.



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, unsuitable or outside my scope of practice.
- Clients are responsible for providing accurate health information and advising of any changes before their appointment.
- Your wellbeing, safety and comfort will always take priority.



12. EMERGENCIES & UNFORESEEN CIRCUMSTANCES

- 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.

