

# Cancellation and Refund Policy

Effective June 26, 2025

Applicable to new registrations and new sessions scheduled on or after 6/26/25

Feel Them Speak LLC reserves the right to cancel any or all session, workshop, class or other service or event at any time and offer a refund.

**Animal Communication Session or Animal Reiki Session**

No refunds or credits if you cancel a session appointment. Rescheduling an appointment one time is allowed, service must be rescheduled within 30 days of the original session date.

**Registration in a Class or Workshop**

Registration fees are not refundable except for cases of Registered in Error. See "Cancellation for Registered in Error in a Class or Workshop" below.

**Cancellation for a Registered In Error in a Class or Workshop**

A request for cancellation received by Feel Them Speak LLC within 24 hours from the time that the new registration is made, is considered a Registered in Error.

For a Registered in Error cancellation, a refund of new registration fees less a \$10 refund processing fee will be issued to the original form of payment. The normal time for a refund to process is 10-15 business days.

**Transferring a new class or workshop registration to an alternate date/location**

Transferring a new registration from the original date/location to the same level class or workshop, that is currently available on an alternate date or location, may be permitted, subject to space availability and subject to the following terms and conditions:

- A request for transfer must be made at least 24 hours prior to the start date/time of the class or workshop. Requests made within 24 hours of class start time may not be accepted.
- The alternate date/location space availability is determined at the sole discretion of Feel Them Speak LLC
- Request to transfer to a class that is being offered at higher registration fee may require payment of the difference. There is no refund for transferring to a class with a lower offered registration fee.
- Once a transfer is requested and the transfer process is completed by Feel Them Speak LLC, the original new registration is cancelled and not eligible for any refund or additional transfer options, and the transferred registration is non-refundable. Any offer of additional transfer options after an initial transfer are at the sole discretion of Feel Them Speak LLC, are determined on an individual basis, and are not guaranteed.

**Transferring a new class or workshop registration to another person:**

Transferring a new registration for a class or workshop to another individual to attend the originally scheduled class or workshop, on the original scheduled date and time, may be permitted subject to the following terms and conditions:

- The individual must meet the requirements of the class or workshop such as minimum age or experience level
- Feel Them Speak LLC must be notified via email at least 24 hours prior to the scheduled start of the class or workshop to transfer of your registration.
- Once a transfer is requested and the transfer process is completed by Feel Them Speak LLC, the original new registration is cancelled and not eligible for any refund or additional transfer options, and the transferred registration is non-refundable/non-transferable

Contact information to reschedule, cancel, or transfer:

To reschedule an animal communication session or reiki session:

Rescheduling individual appointments can be done online through the website

[www.feelthemspeak.com](http://www.feelthemspeak.com) If you need help rescheduling a session, please contact Feel Them Speak LLC via email: [feelthemspeak@gmail.com](mailto:feelthemspeak@gmail.com)

To request to cancel or transfer a registration in a class or workshop contact Feel Them Speak LLC via email: [feelthemspeak@gmail.com](mailto:feelthemspeak@gmail.com)