

Spiritual Whisperings by Heidi

Information – Policies – Disclaimers

Scheduling

- I am in the eastern/New York time zone and, as such, all communications regarding scheduling will be based on this so please calculate any potential time difference.
- When scheduling, please do not provide any information other than what is necessary (e.g., name, contact information, type of reading desired) to schedule the reading. This includes personal information about yourself, your animal or someone in spirit you wish to connect with.
- Readings are conducted remotely using zoom. Other technology choices are available (e.g. phone call, Facebook Messenger, Facetime, WhatsApp) upon request. Please know that remote readings are as effective as in-person readings.
- By scheduling a reading you are confirming that you have read and understand this document.
- Readings are for entertainment purposes only.
- You must be 18 years old or older.

Payment and Refunds

- The reading fee is required prior to the reading. Payment is accepted via Venmo, PayPal, Zelle, cash or, if approved in advance, check. A reading is not considered confirmed until payment is received, even if a date/time has already been provided to you.
- A 48-hour notice is required if you are unable to make your scheduled appointment.
 - o When appropriate notice is provided, an appointment will gladly be rescheduled.
 - o If required notice is not provided, payment is non-refundable and is deemed forfeited.
 - o Missed appointments are non-refundable.
- The reading fee is non-refundable once paid.
- The reading fee is non-refundable once the reading has taken place.
- Gift certificates are non-refundable, have no monetary value, expire as indicated on the certificate, and are only available for use by the individual they were issued to/for.
- At my discretion, I may choose to end a reading and issue a full refund.
- If a connection/link is not established to your satisfaction within the first 10 minutes of a reading, you or I may choose to end the reading and a full refund will be issued. After 10-minutes you are deemed to accept that the session is satisfactory.
- You are responsible for ensuring that all equipment, access, and applications (e.g., phone, zoom, internet) are working properly in advance of our scheduled session. Any time missed, for any reason including equipment difficulties, cannot be made up if you are late.
- Please be ready on time for your reading as any time missed for any reason, including equipment difficulties, cannot be made up if you are late.
- The fee that is paid is for my time. Reading outcomes are not guaranteed.

Good Health

- I am not a qualified mental health practitioner.
- By scheduling a reading you are confirming that you are in good mental health and do not have any mental health conditions and that I can reasonably assume that you have not had a diagnosis of mental illness.
- By scheduling a reading you are also confirming that you are not aware of any medical or psychiatric condition that you may have which might affect my interpretation of the reading and

that you are voluntarily seeking these services for yourself and that you assume full responsibility for the outcome.

- Once a reading has started and a client were to declare some type of mental illness or advise that they are under the care of a licensed professional for mental illness, the session would be ended and no refund issued.

Before Your Reading

- As Spirit is already aware of your reading and your intention for it, there is nothing that you need to do once the date/time of your reading has been confirmed. If you feel it helpful or necessary to do something, you may wish to:
 - Psychic Reading – Consider the reason you wanted the reading and write down two to three questions you may wish to ask.
 - Mediumship Reading – If there is a specific person or animal you were hoping to connect with, talk with them before the reading and let them know that you would like them to come through. This can be done by talking out loud or just within your mind.
 - Animal Communication – If the reading is for an animal that is living and you have any area of concern, please write down a question or two that you may wish to ask.

Working with Spirit

- I am a messenger of Spirit (a.k.a., Universe, Source, God, loved-ones, guides, etc.). This means that Spirit is in charge of your reading, not me. It is Spirit who decides who will come through and what information is to be brought forward.
- All guidance and information provided are received through the world of Spirit and interpreted by me. A reading is not to be considered 100% accurate. No claims are made and results and outcomes are not and cannot be guaranteed. There is no guarantee that a specific, or any, loved one will step forward or that Spirit will provide the specific information or guidance the client desires.
- I am unable to comment on any criminal or court proceedings.
- A reading, regardless of the length, cannot resolve or address all questions or concerns that you have or all issues in your life.
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Your Reading

- Be sure that all equipment, access, and applications (e.g., phone, zoom, internet) are working properly in advance of our scheduled session.
- Before or during the reading, please do not provide any personal information about yourself or those we may connect with and only provide short confirming answers (e.g., yes, no, I would not know that) to any questions you are asked. Spirit will provide any information needed.
- Recording:
 - Any recording made is for the sitter/client's private use only. Unless written consent is provided by Spiritual Whisperings by Heidi for you to do so, you may not distribute or post the recording, in full or in part, in any public domain. This includes through media, social media, email, or other venues.
- It is recommended that you bring a paper and something to write with to the reading as you may feel the desire to jot something down.

- It is best to come into the reading with an open mind and no expectations as this will allow you to be more receptive to all that Spirit may convey.
- A reading takes the focus of three people: The sitter/client (you), the reader/medium (me) and Spirit (Universe, loved-one). In support of a relaxed environment conducive to your receiving the information and messages that may come through:
 - o Allow at least a small buffer of quiet time before your reading.
 - o Be in a quiet place that is free from distractions and where you will not be disturbed.
 - o Make appropriate arrangements for those you are responsible for, including pets.
 - o Please leave your phone elsewhere or put on do not disturb to disable communications.
- It is best not to have another person in the room during the reading. If you have a strong desire for this, please discuss this with me prior to the start of the reading. This work is about energy and not knowing that someone else is there may impact the reading.
- If a person who has crossed over comes forward during the reading, please note that they may not be a close family member. It may be a more distant family member, ancestor, friend, work colleague or, even the friend or loved-one of someone you know. Think broadly. Also, you may hear information that doesn't seem to resonate or make sense in that moment. Take note of this information as it is very likely that you will find that it fits or resonates later on.
- During the reading a client may experience things which they may not have experienced before. If a client ever feels uncomfortable or feels that they may be too vulnerable, they should let me know and leave the reading as quickly as possible. The full fee will be refunded if the reading is stopped within the first 10-minutes of the reading.
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By scheduling a reading, you are confirming that you have read and understand this document. If you have any questions regarding any of the information contained in this document, please feel free to email Heidi at SpiritualWhisperingsbyHeidi@gmail.com.