

## Oak Hill Reiki and Yoga Center Cancellation Policy

Thank you for being a part of our growing family. We truly appreciate your presence, your time, and your input in making our community a reliable source of support for you on your healing journey. We understand that life can get busy and that opting to join us requires a commitment from you. Similarly, we want you to know that we are fully committed to providing you with the highest quality service possible. To that end, we are implementing a new cancellation policy.

When booking an appointment over the phone, we will require your credit card information at the time of booking. However, we will not charge your card until the day of the appointment. If you cannot attend your appointment and do not give us 24-hour notice, we will charge your card as if you attended. We value our practitioners' time, and therefore, there are no refunds.

This policy also applies to all services offered at our center. Going forward, we will be implementing a deposit for all classes, workshops, and events at our center. Participants have 24 hours to text or call the center and inform us of their absence to avoid being charged.

We believe that this policy will help both parties remain committed to our mutual agreement and ensure that we can continue to provide you with the exceptional service you deserve. We appreciate your understanding and look forward to serving you in the future.