

## **Payment/Cancellation Policy**

### **Counseling**

Counseling appointments can be cancelled/rescheduled without a fee up to 24-hours before your scheduled appointment. Any appointments cancelled/rescheduled after this time may be subject to a cancellation fee up to the amount of the session. Extenuating circumstances may warrant a waived cancellation fee at the discretion of your counselor.

Payment for your session must be made at the beginning of your appointment, unless you have made arrangements with the counselor.

### **Retreats**

If you have chosen to pay only your deposit when checking out, the remainder of the fee for your retreat will be due no later than 21 days before the scheduled start date. Failure to provide full payment by this date will result in forfeiture of your spot and the loss of your deposit.

Free cancellation is available for 24 hours after booking. Please contact the host using the contact form on the website or via email for a full refund of your payment (minus any service fees charged by the payment provider used for your transaction). Cancellations made after 24 hours will receive a partial refund (the cost of the retreat minus your deposit and any fees charged by the provider used for your transaction).

Extenuating circumstances may warrant a full or partial refund with proper documentation (e.g. death of a loved one, serious illness/injury, court mandated obligations, unforeseen property damage, etc.). COVID-19 will not qualify as grounds for a refund for bookings made after June 1<sup>st</sup>, 2020 unless you have the virus or have been in close contact with

someone who has been diagnosed. If you cannot attend your retreat because you have voluntarily travelled outside of Ontario while COVID-19 restrictions are in place, no refunds will be issued.

Due to the nature of the program, guests who fail to attend two consecutive weeks or are late for meetings may be asked to leave the program and will not receive a refund. If two consecutive sessions are missed due to extenuating circumstances (see above), you may be eligible for a partial refund of the missed dates at the host's discretion.

If you fail to provide notice of cancellation at least 2 weeks prior to the start of their retreat, all payments received by the host will be considered non-refundable.