Reiki and Relax

Refund Policy

Effective Date: 22Sep2026
Business Name: Reiki and Relax

1. Purpose of this Policy

Reiki and Relax is committed to treating all clients and learners fairly. This Refund Policy sets out the circumstances in which refunds or cancellations may be requested and the process for doing so. This policy applies to all services, courses, and products offered by Reiki and Relax.

2. Holistic and Beauty Treatments

2.1. Cancellation by the Client: Appointments cancelled with 48 or more notice will receive a full refund or the option to rebook at no extra charge.

2.2. Late Cancellations: Appointments cancelled with less than 24 hours notice may be subject to a cancellation fee of 50% of the treatment cost. This fee covers the practitioners time and any preparation already undertaken.

2.3. No-Show Policy: If you do not attend your appointment without prior notice, the full treatment fee may be charged. Reiki and Relax reserves the right to require payment of any outstanding balance before a future booking is confirmed.

2.4. Cancellation by Reiki and Relax: If Reiki and Relax needs to cancel or reschedule an appointment, you will be given as much notice as possible and offered a full refund or alternative appointment at no extra cost.

3. Courses and Training Programmes

3.1. Cancellation by the Learner (more than 14 days): Cancellations made 14 days before the course start date will receive a full refund, less any non-refundable deposit as stated at the time of booking.

3.2. Cancellation by the Learner (7 to 13 days): Cancellations made within 7-13 days of the course start date may receive a 50% refund of the course fee, minus any deposit paid. Deposits are non-refundable unless Reiki and Relax cancels the course.

3.3. Cancellation by the Learner (within 7 days): Cancellations made within 7 days of the course start date are non-refundable. You may, at Reiki and Relax's discretion, transfer your place to a future course date where availability allows.

3.4. Non-Attendance: No refund will be issued for non-attendance without prior notice. Requests to transfer to a future date in these circumstances will be considered at Reiki and Relax's discretion and may be subject to an administration fee.

3.5. Cancellation by Reiki and Relax: If Reiki and Relax cancels a course, all learners will receive a full refund of fees paid, including any deposit. Reiki and Relax will not be liable for any other costs incurred as a result of a cancellation, such as travel or accommodation.

4. Digital Products and Downloads

4.1. Digital Downloads: By purchasing a digital product, you agree that you lose the right to cancel once the download has been accessed or the digital content has been delivered. This is in accordance with the Consumer Contracts Regulations 2013 (UK). If you have not yet accessed the content, please contact us within 14 days of purchase to discuss your options.

4.2. Online Courses and Portals: Access to online courses or membership portals is non-refundable once login credentials have been issued and the content accessed. Please read the full course description before purchasing. If you have not accessed the course, contact us within 14 days of purchase.

5. Physical Products

5.1. Faulty or Incorrect Items: If you receive a physical product that is faulty, damaged, or not as described, please contact Reiki and Relax within 14 days of receipt. We will arrange a replacement or issue a full refund including return postage costs.

5.2. Change of Mind Returns: If you change your mind about a physical product, you may return it within 14 days of receipt, provided it is unused and in its original packaging. Return postage costs are the responsibility of the customer unless the item is faulty.

5.3. Non-Returnable Items: The following items are non-refundable and non-returnable unless faulty: Personalised items, items that have been made to a customers specific request, consumables.

6. How to Request a Refund

6.1. Process: All refund requests must be made in writing by emailing Hello@reikiandrelax.uk with your name, booking or order reference, and the reason for your request. Reiki and Relax will acknowledge your request within 3 working days and aim to resolve it within 10 working days.

6.2. Refund Timescales: Approved refunds will be processed to the original payment method within 5 to 10 working days. Timescales may vary depending on your bank or payment provider.

7. Your Statutory Rights

This policy does not affect your statutory rights under UK consumer law, including the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. If you are unsure of your rights, you can seek advice from Citizens Advice or the Citizens Advice consumer helpline.

8. Exceptional Circumstances

Reiki and Relax will always consider requests made under exceptional circumstances, such as serious illness or bereavement, on a case by case basis. We will use our discretion fairly and compassionately. Supporting documentation may be requested.

9. Contact Details

If you have any questions about this policy or wish to make a refund request, please contact:

Business Name	Reiki and Relax
Email Address	Hello@reikiandrelax.uk
Telephone	07434969622
Website	www.reikiandrelax.uk
Postal Address	17 The Crescent, Westhoughton BL5 2AE