

Please take a few moments to read through the following Terms and Conditions. By using this website or registering for any services offered by Ethereal Wings, you are automatically agreeing to abide by the Terms and Conditions. We reserve the right to make any changes to our Terms and Conditions, website or policies at any time without prior notice.

Terms and Conditions:

- Sessions can only be confirmed after receipt of full payment for the session. Payment must be made either via bank transfer, PayPal or cash on the day (if in person and paid before the session starts). Sessions will not be booked if full payment is not made
- Please remember that your session time has been allocated especially for you and all sessions require some preparation time. It is your responsibility to keep your appointments
- Please understand that session times are limited. If you must cancel your healing session, we respectfully request 48 hours notice. Missed sessions, or sessions cancelled without 48 hours notice, will not be refunded. This will also allow other clients in need of care a chance to book in
- If you live interstate or overseas, it is your responsibility to note the time difference and correct session start times (all sessions are Melbourne, Australia Eastern Standard Time)
- In the event of a true, unavoidable emergency, your session may be rescheduled 'once' and the fee will be applied to your next session
- Please be on time for your session. Late appointments will mean your session time is reduced and will be non-refundable
- Please do not drink alcohol or consume substances prior to your session. Healing works on a deep DNA level and alcohol or other substances may reduce the effectiveness of the healing or bring up anxieties or other trauma
- Refunds: A full refund will be provided if any session has been cancelled by Ethereal Wings. However, we will attempt to reschedule your session first
- Gift vouchers: Gift Vouchers are not transferable or refundable and must be used before the expiry date provided (12 months from purchase date). The same Terms and Conditions will apply
- You understand that the services listed by Ethereal Wings are not a substitute for medical care and any information provided by us is for educational purposes only and not diagnostically prescriptive in nature
- Video call sessions do not include Sekhem. Sekhem is provided (in conjunction with Sacred Source Healing) to face-to-face sessions only. You may choose to not include Sekhem in your face-to-face session
- Please do not attend a face-to-face session if you are unwell or have anything that is contagious. Your session will either be rescheduled to another day when you are feeling better or the session will be changed to a video call
- Please do not ask Ethereal Wings to change the method for video call. Ethereal Wings uses only Zoom at this stage for video sessions, as it is the most reliable method we have used. During a healing session, a system with the least amount of lag or technical issues is preferable so as to not interrupt your session