

Energy & Healing Services - Terms and Conditions

Health Haven Natural Medicine Clinic - Energy & Healing Services

1. Nature of Services

Intuitive, energetic and mediumship services offered at Health Haven are provided for the purposes of personal exploration, emotional support, energetic wellbeing and spiritual insight. These services are not medical, psychological, psychiatric or therapeutic services and are not a substitute for professional medical, mental health, legal or financial advice. They are not intended to diagnose, treat, cure or prevent any medical or psychological condition. Cassandra Duffill and Health Haven make no claims regarding the medical or therapeutic efficacy of intuitive or energetic sessions. Clients are encouraged to continue working with their existing healthcare providers and to seek appropriate professional support for medical or mental health concerns. By booking a session, you acknowledge and accept that outcomes are experiential and personal, and cannot be predicted or guaranteed.

2. Eligibility

Sessions are available to adults aged 18 years and over. Sessions for minors aged under 18 may be available with written parental or guardian consent and with a parent or guardian present for the session. Medical mediumship, energy healing and other sessions can be done by distance or without the child present. If you are currently experiencing acute mental health distress, psychosis, active suicidal ideation or a psychiatric crisis, we ask that you seek appropriate professional mental health support before booking an intuitive, energy or healing session. Health Haven reserves the right to decline or reschedule a booking where we feel it is not in the best interests of the client to hold the session.

3. Booking and Confirmation

Bookings are confirmed upon receipt of payment (or deposit, where applicable). You will receive a booking confirmation to the email address provided at the time of booking. If you select a payment plan option, the session must be paid in full before the session date. Unpaid balances will mean your session is cancelled and booking fee paid is 100% forfeit. Please ensure your contact details are correct at the time of booking. Health Haven is not responsible for missed communications or sessions missed, resulting from incorrect contact information provided by the client.

4. Payment Terms

All Sessions (except Medical Mediumship):

Full payment is required at the time of booking. Your session is not confirmed until payment is received in full.

Accepted payment methods: credit/debit card, bank transfer. Payment details will be provided at the time of booking.

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Medical Mediumship Sessions:

Pay in full at time of booking \$1500 + GST, or by 2 part payment plan, 50% to make the booking and 50% 1 week later.

Medical Mediumship sessions (\$1,500 + GST) may be paid in two instalments:

- Instalment 1 (deposit): \$750 + GST - due at time of booking to secure your place
- Instalment 2 (balance): \$750 + GST - due no later than 7 days prior to your scheduled session

Your session is not confirmed until the deposit is received. The session will not proceed unless full payment has been made before the session date. If the balance is not received by the due date, Health Haven reserves the right to cancel the booking. The deposit is non-refundable in this circumstance.

Mediumship Development Circles:

- Casual rate: \$45 per session, payable at the time of booking or on arrival
- Package rate: \$35 per session, full package payment required upfront
 - o 6-week package: \$210 total
 - o 12-week package: \$420 total

All prices are in Australian dollars and are inclusive of GST unless otherwise stated.

5. Cancellation and Rescheduling Policy:

We understand that circumstances change. The following policy applies to all intuitive services:

Notice given:

- 7 or more days before session = full refund or reschedule at no charge
- 48 hours to 7 days before session = credit held for 6 months; no cash refund
- Less than 48 hours before session = no refund or credit
- No-show (no notice given) = full fee forfeited

To cancel or reschedule, please use the reschedule link in your email communications, or reschedule using the online portal, or contact us at info@healthhaven.com.au or call (07) 5583 5648 during business hours.

Medical Mediumship Cancellation

- Cancellation 7 or more days before session: Instalment 1 (deposit) is non-refundable. Instalment 2, if already paid, will be refunded in full.
- Cancellation less than 7 days before session: No refund of any payments made.
- Rescheduling with 7 or more days notice: permitted once at no charge, subject to availability.

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Circles and Circle Packages

- Casual circle bookings: cancellation with 48+ hours notice — full refund or credit. Less than 48 hours — no refund.
- Set Date Packages: are allocated for a set 6 to 12 weeks, with weekly or fortnightly circle sessions (dependent upon the circle package enrolled). Due to the set-date nature of the Circle Packages, a non-attended session is forfeit.

Casual Package - from time to time we may offer packages of casual attendance that you can use over a period of 6 months. Any sessions remaining after 6 months are forfeit and cannot be refunded.

Please ensure you know if you are booking a Casual or Set-Date Package.

Individual sessions within a Casual Circle Package may be rescheduled with 48+ hours notice but are not refundable. Unused sessions in a package expire 6 months from the date of purchase.

6. Late Arrivals

If you arrive late to your session, the session will end at the originally scheduled time out of respect for other clients. The full session fee applies regardless of arrival time. We recommend arriving 5-10 minutes before your scheduled session.

For online sessions, please ensure you are connected and ready at your scheduled start time. If you are more than 15 minutes late without prior notice, the session may be forfeited and the full fee will apply.

7. Waitlist: Medical Mediumship

Due to demand, Medical Mediumship sessions may operate on a waitlist. To join the waitlist, please contact us at info@healthhaven.com.au. Waitlist placement does not guarantee a booking. You will be contacted when availability opens.

8. Session Recordings

Some sessions include a recording as part of the service (noted in the individual service description). Where recording is included, you will receive the recording within 7 days of your session, or you can take your own recording during the session.

For sessions not listed as including a recording, you are welcome to make a personal audio recording for your own use with prior agreement from your practitioner at the start of the session. Recordings are for personal use only and may not be shared, published or distributed without written permission from Health Haven.

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9. Online Sessions

Selected services are available online via secure video call. Clients are responsible for ensuring a stable internet connection, a private and quiet environment, and access to the video platform prior to the session. Health Haven is not responsible for technical difficulties on the client's end. If a session is significantly disrupted by technical issues on our end, we will offer a reschedule at no charge.

10. Confidentiality

All sessions are confidential. Information shared during a session will not be disclosed to third parties without your consent, except where required by law or where there is a genuine concern for the safety of yourself or others.

Session notes and recordings are stored securely in accordance with our Privacy Policy.

11. No Guarantee of Outcomes

Results from intuitive, energetic and mediumship sessions are personal, subjective and experiential. Health Haven makes no representation or guarantee regarding specific outcomes, messages received, or information provided during a session. The value and interpretation of session content is the responsibility of the individual client. You are encouraged to approach sessions with openness, discernment and personal agency.

12. Right to Decline or End a Session

Health Haven reserves the right to decline a booking or end a session at any time if:

- A client is behaving in a disrespectful, aggressive or inappropriate manner
- There is concern for the safety or wellbeing of the client or practitioner
- The session is deemed unsuitable for the client's current circumstances

In such cases, a partial refund may be offered at the discretion of Health Haven.

13. Privacy

Your personal information is collected and handled in accordance with the Australian Privacy Act 1988 and Health Haven's Privacy Policy, available at healthhaven.com.au. Your information will not be sold or shared with third parties for marketing purposes.

14. Governing Law

These terms are governed by the laws of Queensland, Australia. Any disputes will be subject to the jurisdiction of Queensland courts.

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15. Changes to These Terms

Health Haven reserves the right to update these terms at any time. Current terms will always be available at healthhaven.com.au. Bookings made prior to any changes remain subject to the terms in place at the time of booking.

For questions about these terms, contact info@healthhaven.com.au or call (07) 5583 5648.