

## CANCELLATION & REFUND POLICY

Thank you for using our website's service. We value your business and want to ensure that you are satisfied with our service. Please read this cancellation policy carefully as it sets forth our policies and procedures in the event that you need to cancel our service.

You may cancel your appointment by contacting us during the hours of 10 am to 6 pm Monday to Friday. Do contact us as soon as you know that you cannot attend to avoid potentially losing all your booking cost.

Any sessions cancelled more than 24 hours before the appointment time will incur an administration fee of 10%. Alternatively, the session can be rebooked for another day or transferred to another person without incurring a charge.

If it is less than 24 hours before the appointment, the session is not refundable but can be rebooked for another day or transferred to another person without incurring a charge.

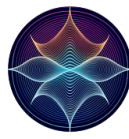
### 1. CANCELLATION

You may cancel our service at any time by using the website to do so. Your cancellation will be effective as of the date you make the cancellation online.

### 2. REFUNDS

If you cancel our service, you will receive a prorated refund for the unused portion of our services. The refund will be issued to the original payment method used to purchase the subscription. Refunds may take up to 10 business days to process.

### 3. NON-REFUNDABLE FEES



# Energy Centre Kent

If it is less than 24 hours before the appointment, the session is not refundable but can be rebooked for another day or transferred to another person without incurring a charge.

Our products such as medallions and bracelets are non-refundable. Our services such as our daytime and nighttime sessions are non-refundable if you do not show up for your session or go against our advice and leave due to individual physical circumstances.

## 4. NO REFUND FOR PRIOR PERIODS

We do not offer refunds for prior subscription periods. If you cancel our service, you will only receive a prorated refund for the unused portion of your current subscription period.

## 5. TERMINATION OF SERVICE BY US

We reserve the right to terminate our service at any time and for any reason without notice or liability to you. If we terminate our service, you will receive a prorated refund for the unused portion of your subscription period.

## CHANGES TO THE CANCELLATION POLICY

We reserve the right to modify this cancellation policy at any time without prior notice. Your continued use of our service after any changes to this policy constitutes your acceptance of the changes. If you have any questions about this cancellation policy, please contact us through our website's contact form on [our contact page here](#).