

FORM 12: Refund, Boundaries & Cancellation Policy Template

From Riz & Oriah:

Boundaries are part of your spiritual hygiene.

Your gifts are sacred—but they're also your livelihood. Having a clear policy doesn't make you rigid—it makes you responsible. It protects your energy, values your time, and gives your clients clarity.

You're not just being nice. You're being professional. Use this form as a template for your website, client agreements, or email confirmations.

◆ TEMPLATE: CANCELLATION, REFUND & BOUNDARY POLICY ◆

CANCELLATIONS & RESCHEDULING

I honor your time and ask that you honor mine.

- Sessions may be rescheduled up to 24 hours in advance.
- Cancellations made within 24 hours of your appointment will not be refunded.
- If you miss a session with no notice, it will be considered a no-show.

REFUNDS

Because of the energetic nature of this work, no refunds will be given once a session, course, or offering has begun.

- If you are unsatisfied, I encourage you to reach out directly. I'm open to feedback, but I do not issue refunds for perceived outcomes or timing.

LATE POLICY

- If you arrive late to a session, it will still end at the scheduled time.
- If I'm late for any reason, you'll receive the full time or a reschedule option.

ENERGY BOUNDARIES

- I do not offer emergency or 24/7 support unless explicitly stated in a program.
- Please do not message me on multiple platforms for session requests—use the booking link provided.
- I maintain healthy spiritual boundaries before and after sessions to honor your energy and mine.

-It may seem like friendship, but it is a professional client/service provider relationship.

CONFIDENTIALITY

Everything you share with me remains confidential unless safety is at risk.

INSTRUCTOR NOTE TO STUDENTS:

You can edit this to reflect your exact policies—just make sure it's clear, loving, and consistent across your website and emails.

Boundaries don't block connection—they *preserve* it.