

Cancellation and Refunds

Last updated: 30 September 2025

I provide online counselling in the UK. Contact: admin@rebornagaincounselling.com.

Single paid sessions

- Cancel or reschedule at least 24 hours before your start time for a full refund. - Within 24 hours or no-shows: non-refundable. - To change time, please cancel and book a new slot. - Late arrivals: sessions still end at the scheduled time.

6-Session Pack (prepaid)

- Each appointment uses 1 session credit. - Cancel at least 24 hours before to keep your credit. - Within 24 hours or no-shows: the credit is counted as used. - Credits expire 6 months from purchase. - The pack is for one couple and is not transferable.

How refunds are issued

Refunds are processed via Stripe to the original payment method. Processing times depend on your bank. Card processing fees charged by the payment provider are not returned to me; this does not affect your statutory rights.

If I need to cancel

If I must cancel, I will offer a new time or a full refund for single sessions. Pack credits will be restored.

Contact

To cancel or ask about refunds, email admin@rebornagaincounselling.com.