

TERMS OF SERVICE (The Parlour Room)

Thank you for contacting TPR. By requesting a Service (Reading, Hypnotherapy Session) and/or scheduling an appointment with TPR, you understand and agree that TPR holds limited liability to any information or advice given within a Service(s) and is not meant to be used by you in place of formalized medical, legal, tax or financial advice, or diagnosis from qualified and licensed professionals in those fields. Readings by TPR are intended to offer insight into your personal life and do not in any way constitute medical, legal, tax or financial advice. TPR, a division of AURA Peak Performance Consulting (AURA PPC), its service providers or representatives will not be held liable for any damages resulting from the use of this website or as a result of any reading or hypnosis with TPR, or any persons or events related thereto, and/or any actions or decisions that you may make as a result, including without limitation, actual, incidental and/or consequential damages resulting from any claims resulting from any act or omission, negligence, fraudulent misrepresentation or otherwise, including without limitation, personal injury, death, loss of income, stress (emotional or otherwise), errors or omissions, or otherwise.

BOOKINGS & PAYMENT POLICY:

Booking a Service

Upon submitting a Service Request (booking a reading or hypnotherapy session request through our Website or by phone) we collect your information such as name, email, message, other contact, payment form, if applicable, in order to complete your request and to schedule your booking appointment. Your information is private and securely held for client purposes only. We will do our best to find an ideal appointment time for you. Please note that all bookings and appointments are scheduled in Mountain Standard Time (MST).

You will receive email(s) from TPR to confirm bookings, appointments, service requests. If you do not receive a follow-up email to schedule your service booking within 72-Hours, please contact contact@parlourroom.ca.

Payment

Upon receiving an appointment time slot or scheduled booking time from TPR, a credit card number is required to hold your appointment or service booking time slot. Your credit card will not be charged until your appointment or booking has been completed. Missed appointments or cancellations are subject to TPR Cancellation Policy. If you wish to complete your appointment or session booking by a different method of payment, please notify TPR at the end of your appointment, session or service booking. TPR accepts the following payment types: All Major Credit Cards (minus Amex and Diners Club), Debit, e-Transfer (to contact@parlourroom.ca), *PayPal* or Cash. All credit, debit payments and invoices are processed through the third-party payment system *Square*. By booking any service, appointment, or making any purchase through TPR you agree to the Terms and Services and Privacy Policy as outlined by *PayPal* and *Square*. TPR is not liable for any service issues relating to third-party service provider delivery.

CANCELLATIONS:

Cancellation Policy

Your appointment/booking time is reserved just for you. A late cancellation or missed session booking leaves a hole in the schedule which would could have been filled by another client. As such, we require 24-Hours notice for any cancellations or changes to your appointment. Clients who provide less than 24-Hours notice, or miss their appointment, will be charged a cancellation fee.

Acknowledgement of Cancellation Policy

Clients are responsible for providing 24-Hours notice for session booking cancellations. **Cancellations made without 24-Hours notice will be charged 50% of the scheduled session fee.** I acknowledge that if I do not provide 24-Hours notice, I WILL be charged the corresponding cancellation fee.

REFUNDS

Refunds are limited to certain pre-paid Services and are subject to Terms of Service.

Client Sessions:

- a) Refunds will only be provided on pre-purchased client sessions in accordance of TPR Cancellation Policy. Cancellations made and received by TPR less than the 24-Hour notification period or if the booking, appointment, session is missed it will be subject to the cancellation fee terms.
- b) Re-Scheduling Session(s): If a client wishes to re-schedule a booked session, as per the Cancellation Policy, they are required to provide TPR a minimum of 24-Hours notice.
 - a. Reschedule notification can be made directly to contact@parlourroom.ca
- c) Refunds will not be provided after a session has taken place or has been redeemed.
- d) If TPR must re-schedule a booked client session or appointment at any time, the Cancellation Policy fees will be waived and no charges will be made.

Purchase of Goods:

- a) All recorded self-hypnosis purchase(s) are FINAL SALE. No refunds will be provided.

Packages:

Refunds will only be provided by TPR to the original purchaser under the following specific terms:

- a. Full refund will be provided to the purchaser if TPR is unable to provide the pre-paid service prior to the first session being redeemed, and a formal request has been made to contact@parlourroom.ca within 30 days of purchase date.
- b. 50% refund of the paid Service(s) will be provided to the purchaser if TPR is unable to provide the pre-paid service after the first session redeemed.
- c. **Refund of the full purchase price (CAN\$) will be provided to the purchaser on Pre-Purchased Packages within 14 days of the purchase date.** Request for refund must be made and received to contact@parlourroom.ca within 14 days of purchase to qualify for the full refund. Requests made and received outside of the 14 day period from date of purchase will forfeit the entirety of the package purchase price.

- d. **Refunds will be provided in Canadian Dollars (CAN\$) at the initial purchase price and at the going market rate.** TPR is not responsible for, and does not account for, varying currency exchange rates.

No refunds will be given on pre-paid packages after the first session has been redeemed by the client or purchaser.

GAURANTEES

The client or purchaser is responsible to selecting the service they deem appropriate for their individual needs and personal use. As each individual client has unique needs and areas of assistance, TPR does not provide any guarantees on the results of the Service(s) offered.

If TPR is unable to provide the Service(s), as outlined on the Site, and Service(s) have been pre-paid, the client or purchaser may qualify for a full refund of the pre-paid amount (see REFUNDS for full terms). Any pre-payments received by TPR are in Canadian Dollars (CAN\$), and will be refunded in Canadian Dollars, as applicable.

Discounted and/or Packaged Service(s): Purchases made using a discount, package or offer code are subject to the total price paid in Canadian Dollars (CAN\$), not the total value of the Service(s).

Our maximum liability for any Guarantees specified on the Site are subject to a maximum of the amount paid by the customer and are subject to a claim being submitted within 14 days of purchase.

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