
Terms of Service for WholeBeingJourney (Shanti Health and Wellness LLC)

Effective Date: January 1, 2025

Welcome to WholeBeingJourney! By accessing and using our website, podcast (Return to Her), and services, you agree to comply with and be bound by the following *Terms of Service*. Please read these terms carefully before engaging with our services.

1. Services Provided

WholeBeingJourney, operated by Shanti Health and Wellness LLC, offers coaching, Reiki, yoga membership, self-paced courses, and other wellness-related services, including but not limited to:

- Life and health coaching packages and single sessions
- Reiki and energy healing sessions
- Online meditation programs
- Online courses and other wellness resources
- Return to Her podcast

By using our services, you agree to participate in and benefit from these offerings.

2. Payments and Fees

All payments for services must be made in full before sessions or courses begin unless otherwise agreed upon. Prices for services are clearly outlined on our website. We reserve the right to update prices at any time.

3. Refund and Cancellation Policy

Refunds and cancellations for coaching packages, Reiki sessions, Yoga+ membership, and stand-alone courses are subject to the following:

Coaching Packages and Single Sessions

- **No Refunds for Completed Sessions:** Once a coaching session begins, it cannot be refunded for any reason.
- **Refunds for Unused Sessions in a Coaching Package:** If you cancel or discontinue your coaching package before any sessions have been conducted, you may request a full refund within 14 days of your initial purchase. After 14 days, no refunds will be provided for unused sessions.

- **Early Termination of Coaching Package:** If you decide to cancel or terminate your coaching package after sessions have been conducted, we will refund the remaining unused sessions, minus a 10% administrative fee. Refund requests must be submitted in writing to shw.cassie@gmail.com and include the reason for cancellation.
- **Cancellations and Rescheduling:** If you need to cancel or reschedule a coaching session, please notify us at least 24 hours in advance to avoid being charged for the session. Cancellations within 24 hours of the scheduled session will result in a full charge for the session. To reschedule, please notify us at least 24 hours in advance. Rescheduling within 24 hours of the session will be treated as a cancellation and the full charge will apply.

Reiki/Energy Healing Packages and Single Sessions

- **No Refunds for Completed Sessions:** Once a Reiki/energy healing session has been conducted, it cannot be refunded for any reason.
- **Refunds for Unused Sessions in a Reiki/Energy Healing Package:** If you cancel or discontinue your Reiki/energy healing package before any sessions have been conducted, you may request a full refund within 14 days of your initial purchase. After 14 days, no refunds will be provided for unused sessions.
- **Early Termination of Reiki/Energy Healing Package:** If you decide to cancel or terminate your Reiki/energy healing package after sessions have been conducted, we will refund the remaining unused sessions, minus a 10% administrative fee. Refund requests must be submitted in writing to shw.cassie@gmail.com and include the reason for cancellation.
- **Cancellations and Rescheduling:** If you need to cancel or reschedule a Reiki/energy healing session, please notify us at least 24 hours in advance to avoid being charged for the session. Cancellations within 24 hours of the scheduled session will result in a full charge for the session. To reschedule, please notify us at least 24 hours in advance. Rescheduling within 24 hours of the session will be treated as a cancellation and the full charge will apply.

Yoga+ Membership Refund Policy

- **No Refunds for Past Payments:** We do not offer refunds for membership payments that have already been processed. Once your payment is received for a given month, it is non-refundable.
- **Canceling a Membership:** If you wish to cancel your membership, you can do so at any time before your next billing cycle. However, cancellations will take effect starting the following month, and you will not be charged for the subsequent month's membership.
- **How to Cancel Your Membership:** To cancel your membership, please log in to your account and follow the instructions for cancellation, or email us at shw.cassie@gmail.com. Make sure to do so before the next billing cycle to avoid being charged for the next month.

Course Refund Policy

- **No Refunds After Course Access is Granted:** Once you have gained access to the course, we are unable to offer refunds, as the content is accessible immediately upon purchase.
- **Refunds Before Access is Granted:** If you request a refund within 14 days of your purchase and have not yet accessed the course content, you are eligible for a full refund. After 14 days, no refunds will be provided.
- **Course Cancellations:** If you encounter any issues with course content or experience technical difficulties, please reach out to us at shw.cassie@gmail.com, and we will work with you to resolve any problems. Refunds are not typically issued for these types of concerns, but we are happy to offer support and assist with troubleshooting.

Special Considerations

- **Refund Requests:** All refund requests must be submitted via email to shw.cassie@gmail.com. Your request will be reviewed, and you will receive confirmation of your refund eligibility within 7 business days.
 - **Exceptions:** Refund requests for reasons beyond the standard cancellation policies (e.g., illness or emergencies) will be reviewed on a case-by-case basis. We will do our best to accommodate your situation, but this is at our discretion.
 - **Refund Processing Time:** Once a refund is approved, please allow up to 14 business days for the funds to be returned to your original payment method.
 - **Non-refundable Fees:** Any processing or administrative fees (such as booking fees or rebooking fees) are non-refundable.
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4. User Responsibilities

As a user of WholeBeingJourney's services, you agree to:

- Provide accurate and complete information when booking services.
 - Respect the terms of service and policies outlined here.
 - Refrain from engaging in any illegal, harmful, or disruptive activity while using our website or services.
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5. Intellectual Property

All content on the WholeBeingJourney website, including but not limited to text, images, video, and course material, is protected by copyright and owned by Shanti Health and Wellness LLC unless otherwise stated. You may not copy, reproduce, or distribute any content without prior written consent.

6. Disclaimers and Limitations of Liability

WholeBeingJourney and Shanti Health and Wellness LLC make no guarantees regarding the

results of services. All services are provided “as is,” and we are not liable for any damages resulting from the use of our services. Please consult with a medical professional before starting any wellness program, especially if you have underlying health conditions.

7. Privacy and Data Collection

We are committed to protecting your privacy. Please refer to our Privacy Policy for information on how we collect, use, and protect your personal data.

8. Termination

We reserve the right to terminate or suspend your access to our services or website at any time, without notice, for any reason, including violation of these terms.

9. Governing Law

These terms are governed by and construed in accordance with the laws of the State of Georgia, USA, without regard to its conflict of law principles. This applies regardless of the location of the user.

10. Changes to Terms of Service

We may update or change these Terms of Service at any time. Changes will be posted on this page, and the effective date will be updated accordingly. By continuing to use our services, you accept the updated terms.

If you agree with these terms and conditions, please continue using our services. If you have any questions, feel free to contact us at shw.cassie@gmail.com.
