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# TERMS & CONDITIONS

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## **Appointment Cancellation Policy**

Cancelling or rescheduling any session requires a minimum 24-hour notice to avoid a normal session fee charge. Both the Wings of Grace office (719-219-3400) and your therapist must be notified. Emergency situations are considered individually. To ensure payment on no-shows, a credit/debit card is kept on file by most therapists. Cancelled appointments paid in advance will be refunded.

## **Private Retreats/Intensives**

A minimum deposit of \$500 is required to officially reserve your intensive at the time of booking your dates. From the time you book a date and pay your deposit, you will have two weeks prior to your scheduled intensive date to cancel and receive a \$350 refund. If you cancel or reschedule any retreat or intensive, a partial refund (minus deposit) will only be granted if requested in writing more than 14 days before your scheduled service(s). No refund will be granted if requested within 14 days of your scheduled service(s). Your remaining balance after deposit is due on or before 14 days prior to your scheduled retreat or intensive. Your remaining balance will be transacted from your credit/debit card on file, unless you have informed us in writing of a different preferred payment method. Wings of Grace has full discretion to transfer funds in order to attempt to accommodate clients in emergency situations or other qualifying events, as deemed appropriate by Wings of Grace. It is your responsibility to make sure your credit/debit card has sufficient funds to cover your scheduled services.

## **Workshops and Group Retreats**

These require a 50% non-refundable deposit to reserve your spot with the remaining balance paid at least 14 days before the event. Any remaining refund granted requires written cancellation to Wings of Grace 14 days in advance of your scheduled workshop/retreat. No refunds will be granted within 14 days of the workshop. Wings of Grace has full discretion to apply funds toward another date depending on client situations or emergencies, as deemed appropriate by Wings of Grace.

## **Experiences**

You and all associated with your party agree to not hold Wings of Grace liable for any



injuries whatsoever. You all agree to participate in any and all experiences at your own risk and at your own willing participation. If you cancel or reschedule, you must do so at a minimum of 72 hours (3 days) before your scheduled experience. All no-shows are fully charged and waive their right to any refund.

### **Accommodations**

We can provide you with a list of possible accommodations. A variety of motels, hotels, resorts, and retreat centers are available in the Colorado Springs region.

### **Downloads/Products/Forms**

If you download or purchase any product, file, or form from Wings of Grace, you agree to use it for personal use only (unless Wings of Grace grants you explicit written permission to do so). You also agree not to duplicate it in any way or to share in a way that would be detrimental or harmful to Wings of Grace, or toward any other party. You also agree not to use it in any way as to make yourself out to be affiliated or partnered with Wings of Grace.

### **Payments**

Any outstanding payments past due thirty (30) days will be assessed a 10% fee and sent to collections and legal action will be taken at the discretion of Wings of Grace and/or your therapist.