

# **Bookings, Payment Policy**

*Ethereal Crystals and Reiki*

*Last updated: 16/01/2026*

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## **1. Bookings Policy**

### **How to Book**

Reiki and healing sessions can be booked using the following methods:

- **Phone:** 0421 517 515
- **Email:** info@etherealcrytalsandreiki.com

Once your booking request is received, you will receive a confirmation email or message and any relevant preparation instructions.

### **Booking Requirements**

- Bookings are accepted subject to practitioner availability.
- Accurate client contact information are required for confirmation.
- Distance Reiki clients must follow their pre-session instructions to ensure the best experience.

### **Practitioner/Client - Late Arrival**

For home visits, if I am held up or are running late, you (the client) will be notified as soon as possible, and the session will run for the full duration of the session (1 hour or 1.5hours).

For Distance Healing, if you (the client) contact me to advise you will be late for your appointment time, the session will remain due to end at the original scheduled time unless there are no prebooked clients after your scheduled time.

Please contact me at your earliest convenience to advise if you are running late.

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## **2. Cancellation Policy**

Refer to our cancellation, no show Policy located on the website.

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## **3. Payment Policy**

### **Payments for Products**

All products purchased from Ethereal Crystals and Reiki are processed securely through **PayPal** at checkout.

Payment must be completed before your order is processed and shipped.

Pick up options are available for local clients, please call Ivy on 0421 517 515 to place an order, payment required prior to pick up.

### **Payments for Kundalini Reiki Courses**

Payment details (bank details, BPAY details) will be emailed to you directly.

- Payment plans are available
- Full payment required prior to course starting
- Non-refundable deposit required if opting for a payment plan.

### **Payments for Reiki & Healing Sessions**

Reiki and energy healing sessions are invoiced directly to you.

- Invoices are sent via email
- Payment is due by the date listed on the invoice (generally the day of your appointment)
- Sessions may be postponed if payment is not received on time

### **Overdue Invoices**

If an invoice becomes overdue:

1. Email reminders will be sent (max 2), followed by a phone call.
2. Continued non-payment may result in further action such as a debt collection agency being contacted.
3. Minimal necessary information may be provided to a debt collection agency (as per the Privacy Policy)

### **Accepted Payment Methods**

- **Products:** PayPal
- **Energy Healing Services:** Invoice (bank transfer or BPAY)
- **Kundalini Reiki Courses:** Bank Transfer or BPAY

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### **4. Contact Information**

For booking, payment, or cancellation queries:

 **0421 517 515**

 [info@etherealcrytalsandreiki.com](mailto:info@etherealcrytalsandreiki.com)

