

Return and Refund Policy

Effective Date: March 19, 2026 Last Updated: March 19, 2026

1. Introduction

At Her Spirit's Medicine, we are committed to your healing journey and want you to feel confident in your investment. This Return and Refund Policy outlines our policies for cancellations, rescheduling, and refunds for our various services and programs.

Because our services involve dedicated time, energy, and preparation, we ask that you carefully review this policy before booking.

2. General Principles

- All sales are processed through our secure Wix payment system
- Refund eligibility depends on the type of service and timing of cancellation
- We honor the sacred container of our work together and ask for mutual respect of time and commitment
- Refunds, when applicable, are processed to the original payment method within 7-10 business days

3. Private 1:1 Integrative Sessions

Cancellation Policy

- More than 48 hours before appointment: Full refund or free rescheduling
- 24-48 hours before appointment: 50% refund or free rescheduling (one time only)
- Less than 24 hours before appointment: No refund; rescheduling subject to \$50 fee
- No-show: No refund and no rescheduling

Rescheduling

- First rescheduling request (with 48+ hours notice): Free
- Subsequent rescheduling requests: \$25 fee per change
- Sessions must be rescheduled within 90 days of original booking

Emergency Situations

We understand that true emergencies happen. In cases of serious illness, family emergency, or unforeseen circumstances, please contact us directly at iyadaronke@herspiritsmedicine.com. We will work with you on a case-by-case basis.

4. Monthly Women's Circles

Cancellation Policy

- More than 7 days before circle date: Full refund
- 3-7 days before circle date: 50% refund or credit toward next month's circle
- Less than 3 days before circle date: No refund; credit toward next month's circle
- No-show: No refund and no credit

Attendance

Women's Circles are held monthly online. If you cannot attend a circle you've registered for, you may transfer your registration to the following month's circle with at

least 3 days' notice.

5. 7-Week Integration Series

Before Program Starts

- More than 14 days before start date: Full refund minus \$100 administrative fee
- 7-14 days before start date: 50% refund
- Less than 7 days before start date: No refund; may transfer to next available program session

After Program Starts

- Week 1 (first session only): 75% refund if you determine the program is not a good fit
- After Week 1: No refunds due to the nature of group program preparation and commitment

Missed Sessions

- Recordings of group sessions are provided for participants who miss a session
- No refunds are given for individual sessions you cannot attend
- No make-up sessions are available for group programs

Payment Plans

If you are on a payment plan and wish to cancel:

- Cancellation policies above apply to the total program fee
- Any remaining scheduled payments will be adjusted based on refund eligibility
- Failure to complete payment plan obligations may result in loss of access to program materials

6. Seasonal In-Person Workshops

Cancellation Policy

- More than 30 days before workshop: Full refund minus \$50 administrative fee
- 14-30 days before workshop: 50% refund or full credit toward future workshop
- Less than 14 days before workshop: No refund; 50% credit toward future workshop
- No-show: No refund and no credit

Transferability

Workshop registrations may be transferred to another person with at least 7 days' notice at no additional charge.

Workshop Cancellation by Her Spirit's Medicine

If we must cancel a workshop due to low enrollment, weather, or unforeseen circumstances, you will receive a full refund or the option to transfer to a future workshop.

7. Digital Products and Self-Paced Courses

Note: Digital products and self-paced courses will be available by end of 2026. This policy will apply once these offerings are released.

Digital Downloads and Courses

- Before access is granted: Full refund within 7 days of purchase if you have not accessed the materials
- After access is granted: No refunds due to the nature of digital products
- Defective products: If materials are defective or not as described, contact us within 14 days for a full refund or replacement

Access Period

- Digital courses include lifetime access unless otherwise stated
- If technical issues prevent access, we will work to resolve them or provide a full refund

8. Guided Grounding Practices

Individual Purchases

- Before session: Full refund with 48+ hours notice
- Less than 48 hours: No refund; may reschedule once

Bundled Packages

- Unused sessions in a package may be refunded on a pro-rated basis
- Refund calculated at the individual session rate (not package rate) minus sessions used
- Packages expire 6 months from purchase date

9. Payment Plan Defaults

If you are on a payment plan and miss a scheduled payment:

- Access to program materials may be suspended until payment is current
- A \$25 late fee may be applied to missed payments
- After 14 days of non-payment, your enrollment may be cancelled with no refund of previous payments

10. Dissatisfaction with Services

We are committed to your healing and growth. If you are dissatisfied with our services:

1. Please contact us directly at iyadaronke@herspiritsmedicine.com within 7 days
2. We will schedule a conversation to understand your concerns
3. We will work together to find a resolution, which may include additional support, program adjustment, or partial refund on a case-by-case basis

We cannot guarantee specific outcomes, as healing is a deeply personal journey. However, we are committed to showing up fully and holding sacred space for your transformation.

11. Refund Process

How to Request a Refund

To request a refund:

1. Email iyadaronke@herspiritsmedicine.com with your request

2. Include your name, booking/order number, and reason for refund
3. We will review your request within 2-3 business days
4. Approved refunds are processed within 7-10 business days

Refund Method

Refunds are issued to the original payment method:

- Credit/debit card purchases: Refunded to the same card
- PayPal purchases: Refunded to your PayPal account
- Payment plan purchases: Refunded according to payments already made

12. Non-Refundable Items

The following are non-refundable:

- Administrative fees
- Late fees
- No-show appointments
- Services already rendered
- Digital products after access has been granted

13. Modifications to This Policy

We reserve the right to modify this Return and Refund Policy at any time. Changes will be posted on our website with an updated "Last Updated" date. Your booking after changes constitutes acceptance of the modified policy.

14. Questions

If you have questions about our Return and Refund Policy, please contact:

Her Spirit's Medicine

Email: iyadaronke@herspiritsmedicine.com

Website: herspiritsmedicine.com

We are here to support you and will work with you in good faith to find fair solutions.