



Terms of Service

Reiki · Mediumship · Psychic Readings

Neo Healing ("the Practice," "we," "us") provides Reiki, mediumship, and psychic reading services ("the Services"). By booking, paying for, or receiving any Service, you ("the Client") agree to these Terms of Service in full. If you do not agree, do not book.

Last updated: May 17, 2026

1. Eligibility

You must be eighteen (18) years of age or older to book a Service on your own behalf. Clients under the age of 18 ("Minors") may receive Services **only with the express, prior, written consent of their parent or legal guardian**, who must be present at, or directly reachable during, the time of booking. By booking, you represent and warrant that you meet this requirement, or that you are the legal guardian providing such consent. The Practice may, at its sole discretion, request proof of age, identity, or guardianship and may refuse or cancel any booking where eligibility cannot be verified.

2. Nature of the Services

The Practice offers Reiki, mediumship, and psychic readings as **spiritual and experiential services** intended for the Client's personal enjoyment, reflection, and spiritual growth. The Services are provided on an **"as is" and "as available" basis**.



Notwithstanding the sincere nature of the work, for the purposes of these Terms and to the maximum extent permitted by applicable law, all Services are provided strictly for entertainment, personal reflection, and spiritual exploration only, and shall not be treated, relied upon, or construed as fact, prediction, prophecy, diagnosis, or professional advice of any kind.

You acknowledge and agree that:

- the Services are spiritual and experiential in nature and are not scientifically verified or clinically validated;
- any information, message, impression, sensation, or content received during a Service is offered for your personal reflection only;
- if you participate in a reading, healing, group session, or live event, **there is no guarantee that you will receive any information, message, or sensation specific to yourself or to anyone you know;**
- outcomes, sensations, and experiences vary entirely by individual and cannot be replicated or guaranteed;
- it is your sole responsibility to evaluate any information, opinion, impression, or content provided through the Services, and any reliance upon it is **solely at your own election and risk.**

3. No Medical, Psychological, Legal, or Financial Advice

The Practice and its practitioner(s) are **not licensed** medical doctors, nurses, psychologists, psychiatrists, therapists, attorneys, or financial advisors (unless separately and explicitly stated in writing, in which case those services are provided under separate terms).

Nothing offered during a Service is intended to:

- diagnose, treat, cure, or prevent any physical, mental, or emotional illness or condition;
- replace consultation with a qualified licensed professional;
- constitute legal, financial, investment, or tax advice.

If you have or suspect you have a medical or mental health condition, consult a licensed professional. **Do not delay, discontinue, or modify any prescribed treatment based on anything received during a Service.** In an emergency, contact local emergency services immediately.

4. No Guarantees

The Practice makes **no guarantees, warranties, or representations** of any kind regarding the accuracy, completeness, usefulness, timing, or outcome of any Service. You agree that:

- results, insights, messages, or sensations experienced are subjective;



- any decision or action you take following a Service is taken solely at your own discretion and risk;
- the Practice is not responsible for any outcome, decision, or consequence arising from your interpretation of a Service.

5. Assumption of Risk and Limitation of Liability

You voluntarily and knowingly assume all risks associated with receiving the Services. To the fullest extent permitted by law, the Practice, its practitioner(s), employees, contractors, affiliates, and agents (collectively, the "Practice Parties") shall not be liable to you or any third party for any damages of any kind — including, without limitation, compensatory, consequential, direct, indirect, incidental, emotional, psychological, financial, punitive, or special damages, whether foreseeable or unforeseeable — arising out of or relating to the Services, your use or inability to use the Services, your reliance on any information provided, or your interaction with the Practice, whether the claim is based in contract, tort, statute, or any other legal theory, except only where applicable law requires such liability (such as in cases of death or personal injury where law mandates) and only to the extent so required.

You release, waive, and discharge the Practice Parties from any and all claims, demands, and causes of action arising from or related to your participation in the Services.

The disclaimers and limitations of liability set forth in these Terms are fundamental elements of the basis of the bargain between you and the Practice. The Services would not be provided without them.

6. Refunds

All sales are final. Payments for Services are non-refundable except in the following limited circumstances:

1. **Practitioner discretion.** The practitioner may, at their sole and absolute discretion, issue a refund. No client is entitled to a refund under this provision; it is granted only if and when the practitioner chooses. 2. **Practitioner no-show.** If the practitioner fails to appear for a scheduled appointment **and** does not, within a reasonable time afterward, attempt to reschedule the appointment, the Client is entitled to a full refund of that session.

Exception — practitioner death. No refunds will be issued in the event of the practitioner's death, regardless of any unfulfilled or pre-paid sessions. This applies even where Section 6(2) would otherwise seem to apply.

No refunds are issued for: client no-shows, late arrivals, dissatisfaction with the content or outcome of a Service, change of mind, or any reason not expressly covered above.



7. Rescheduling and Cancellation by Client

Free cancellation window. Clients may cancel or reschedule any booked Service **up to five (5) calendar days before** the scheduled appointment, no questions asked, with no fee. Cancellations or reschedule requests submitted **within five (5) calendar days** of the scheduled appointment forfeit the session fee in full.

Client no-shows and lateness. No refunds are issued for client no-shows. A Client who arrives **more than twenty (20) minutes late** to a scheduled appointment is treated as a no-show. Whether to reschedule the missed or late appointment, or to forfeit the session fee entirely, is at the **sole and absolute discretion of the practitioner**. No Client is entitled to a reschedule or refund under this provision.

Method. All cancellation and reschedule requests must be submitted in writing to **via the contact form on our website** and are effective only upon written confirmation from the Practice.

8. Confidentiality and Recording

Sessions are kept confidential by the practitioner. The Practice does not retain session notes, recordings, or session content of any kind. Sessions are processed transiently and not stored. If legally compelled by court order, the only disclosable data would be payment records, booking information, and undeleted emails. Session content itself cannot be disclosed as it is not retained. You may not record (audio, video, or otherwise) any session without the practitioner's prior written consent. You may not publish, share, or distribute session content in any form that identifies the practitioner without written permission.

9. Client Conduct

The practitioner reserves the right to refuse, pause, or terminate any session — without refund — if the Client is intoxicated, abusive, threatening, harassing, or otherwise behaving in a manner the practitioner considers inappropriate or unsafe.

10. Third Parties

Information shared during mediumship or psychic readings may reference third parties. You agree not to use such information to harass, defame, harm, or take legal or financial action against any third party. The Practice disclaims any responsibility for how you choose to interpret or act on such information.



11. Intellectual Property

All written materials, recordings, guided meditations, course content, and branded content produced by the Practice remain the intellectual property of the Practice and may not be copied, reproduced, or redistributed without written permission.

12. Changes to These Terms

The Practice may update these Terms at any time. The version in effect on the date of your booking governs that booking. Continued use of the Services after an update constitutes acceptance of the revised Terms.

13. Indemnification

You agree to indemnify, defend, and hold harmless the Practice and its practitioner(s), employees, affiliates, representatives, officers, and agents from and against any liability, loss, claim, demand, or expense (including reasonable attorneys' fees) arising out of or related to (i) your violation of these Terms, (ii) your use of the Services, or (iii) your interpretation of, reliance on, or actions taken in response to any content received during a Service.

15. Severability

If any provision of these Terms is found to be unenforceable, the remaining provisions remain in full force and effect.

16. Governing Law and International Clients

These Terms are governed by the laws of **New York**, without regard to its conflict-of-laws principles. Any dispute shall be resolved exclusively in the courts of **New York**, except as required otherwise by mandatory law.

Mandatory consumer rights preserved. If you are a consumer resident in a jurisdiction whose laws grant you non-waivable rights (including, without limitation, the European Union, the United Kingdom, Switzerland, Australia, and certain US states), nothing in these Terms shall be read to limit, exclude, or override those rights. In such cases, you may also have the right to bring proceedings in the courts of your country of residence, and the mandatory consumer-protection rules of that country shall apply to the extent they cannot be derogated from by agreement.



17. Dispute Resolution

Please read this Section carefully. It affects your legal rights and how disputes are resolved. This Section is subject to Section 16 (Mandatory consumer rights preserved).

17.1 Informal resolution. Before initiating any formal proceeding, you agree to first contact the Practice through the contact form on our website with a written description of your complaint and a proposed resolution. You and the Practice will then attempt in good faith to resolve the dispute informally for a period of thirty (30) days from the date of your notice.

17.2 Mediation (mandatory). If the dispute is not resolved through negotiation within 30 days, the parties agree to submit the dispute to non-binding mediation before a neutral mediator, conducted remotely via video conference or in writing. The parties will jointly select a mediator agreed upon by both, and **split the mediator's fees equally** (estimated cost: USD \$250–\$500 total). Mediation shall be conducted under mediation privilege; all communications, offers, and settlement discussions are confidential and inadmissible in any subsequent proceeding, except as required by law.

17.3 Small Claims Court (exclusive jurisdiction). If mediation does not resolve the dispute within fourteen (14) days of the first mediation session, either party may file a claim exclusively in the **Small Claims Court of New York**. This is the sole and exclusive forum for all disputes arising from these Terms or the Services. By accepting these Terms, you consent to the jurisdiction and venue of Small Claims Court in **New York** and waive any objection to venue or claim of inconvenient forum. You and the Practice each waive the right to jury trial, appeal on factual matters, class action, representative action, consolidated proceedings, and arbitration.

17.4 Costs & fees. Each party bears its own legal costs, except as explicitly awarded by the Small Claims Court judge. No party shall be required to pay the other's attorney fees unless the court explicitly awards them.

17.5 Governing law. These Terms and all disputes shall be governed by the substantive law of **New York**, without regard to conflict of law principles.

17.6 Binding agreement. By accepting these Terms and booking Services, you agree to this three-step dispute resolution process (negotiation, mediation, Small Claims Court). This agreement is binding and enforceable as a pre-dispute contract term.

18. Acknowledgement

By booking a Service, you confirm that you have read, understood, and agreed to these Terms of Service in full; that you are participating voluntarily, at your own election, and for purposes of entertainment, personal reflection, and spiritual exploration; and that you waive any claim against the Practice arising from your participation.



Contact: Neo Healing | via the contact form on our website