

Comprehensive Organization Policies - The House of Light

Cancellation Policy:

At the House of Light, we value your commitment to our programs and services. We understand that situations may arise that necessitate a change in your plans. To ensure clarity and fairness for all our participants, we have established the following cancellation policy:

1. Retreats and Workshops:

- More than 30 days before the start: full refund minus the initial deposit.
- Between 15 to 30 days before the start: 50% refund minus the initial deposit.
- Within 14 days of the start: no refund.
- The deposit of \$250 is non-refundable.

2. One-on-One Sessions Plant Medicine and Coaching:

- At least 24 hours before the scheduled session: eligible for rescheduling within 6 months.
- Within 24 hours of the scheduled session: considered a no-show.
- Unused package sessions can be applied towards future sessions within 6 months.

Change Requests and Refund Process also apply as described above.

Privacy Policy:

We are committed to protecting your privacy and ensuring the security of your personal information. This outlines our practices for collecting, using, and safeguarding your information when you visit our website.

- We collect information directly provided by you for service provision and communication.

- Your information is used for services you requested, newsletters, and website experience customization.
- Information is shared only with service providers or when legally required.
- Cookies and similar technologies are used for website analytics; you can manage cookies through your browser settings.
- We take measures to protect your data but cannot guarantee absolute security.

For updates or unsubscribe from newsletters, contact us directly.

Payment Policy:

We offer various payment options for convenience and strive to ensure a seamless experience with transparent payment guidelines:

- Accepted methods include credit/debit cards, bank transfers, and online platforms.
- Full payment is required before commencement, with installment plans available for some services.
- Subscription services will automatically deduct payment at specified intervals.

Refunds, cancellations, and disputes are handled as per our guidelines, aiming for your satisfaction and support.

Terms of Use:

By accessing our website, you agree to comply with these terms, ensuring lawful and respectful use of the platform:

- You agree to not violate laws, infringe on intellectual property, or engage in harmful activities.

- Our content is protected by intellectual property laws; usage without permission is prohibited.
- We are not responsible for the content or practices of third-party links.

Modifications to these terms are updated on our website, and continued use signifies acceptance.