



Refund & Cancellation Policy

Cancellations

- Clients may cancel or reschedule appointments up to 24 hours before the scheduled session without penalty.
- Cancellations made within 24 hours of the appointment may incur a cancellation fee of 50% of the session cost.

Refunds

- Refunds for services are provided only in cases where a session is canceled by TransilienZ SoulCare due to unavoidable circumstances.
- Refunds for pre-paid packages are available only if services are canceled before the first session begins, and a refund will be issued after a deduction of any administrative charges, if applicable.

Late Arrivals

- If you arrive late for your scheduled appointment, the session will end at the original scheduled time, and you will be charged for the full session.

Termination of Services

- If a client is unable to attend multiple sessions without proper notice, or if there is an ongoing issue of disrespectful behavior, TransilienZ SoulCare reserves the right to terminate the client relationship.
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