

SARAH TYLER-WALTERS
TRANCE MEDIUM

Terms and Conditions

Consultations

Booking:

- All consultations must be booked and paid for in advance and are subject to availability.
- Same-day appointments are not available.
- All consultations must start and finish on time.
- The allotted time for a trance consultation includes 10 minutes to explain trance and how Master Chou works and for Sarah to get in and out of the trance state.
- All communication with Spirit is an experiment and, therefore, cannot be guaranteed.
- Any discounts, special offers or gift vouchers offered or provided by Sarah Tyler-Walters are subject to availability and at her discretion.
- Should you not be satisfied with the consultation content, please notify Sarah immediately, and she will issue a full refund.
- Sarah Tyler-Walters reserves the right to amend the prices without prior notice. Prepaid appointments would not be affected.
- Sarah Tyler-Walters reserves the right to amend the location of any in-person consultation and will provide as much notice as possible.
- Sarah Tyler-Walters reserves the right to amend the platform provider of any online consultation and will provide as much notice as possible.

Payment:

- All consultations must be paid in full no later than seven days before your appointment. (Non-payment will lead to cancellation).

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- Payments are via PayPal or Cheque.
- All prices quoted are in UK Pounds Sterling (No other currencies accepted).
- Via PayPal – Use the Shop on our website (<http://www.trancemedium.co.uk>) or copy and paste this link into your browser – (<http://www.paypal.me/sarahtylerwalters>)
- Via Cheque – Cheques are payable to Sarah Tyler-Walters. Please request the address at the time of booking. Sarah will cancel your session immediately if the cheque bounces, and you will be required to pay any charges incurred.

Cancellation:

- To cancel your appointment without charge, you must give notice at least four days before. Sarah will refund the total amount paid at her earliest convenience.
- Cancellations received less than four days before the date will not be refunded.

Recording:

- Sarah records all trance consultations (as an mp3) for your benefit. Sarah Tyler-Walters does not guarantee this. The audio is made in the best condition possible at the time and can not be improved or altered afterwards.
- Sarah sends the mp3 file via www.wetransfer.com. Sarah aims to do this within seven working days after your session; unless otherwise stated.
- If you wish to record a consultation, you must get Sarah's consent in advance. Video is not permitted.

Consultations via Zoom:

- Zoom consultations require that you have a good broadband connection. The video camera is not necessary for trance consultations. Occasionally turning the video/camera off can improve the signal and quality of the sound.
- You will need to download the zoom application.

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- Wearing a headset with a microphone is recommended.
- Internet/mobile connections are not perfect, and the sound or video can occasionally break up or become garbled. Should this happen during a session, and the conversation becomes difficult to continue, Master Chou or Sarah may bring the appointment to an end and reschedule. If you decide to proceed, you will accept the sound's poor quality and the disruption. A rescheduled appointment for the remaining time (subject to availability) will be arranged if you agree to end.
- Should the internet disconnect during a trance consultation, Master Chou will wait a few minutes for you to reconnect; you can join the Zoom meeting again.
- Sarah will cancel the session if reconnection does not happen within a few minutes. Any refund or rebooking will be at her discretion. Please ensure you have a good broadband connection before booking the appointment.

Delays:

- Should you be delayed for a consultation, please notify Sarah immediately by text at 07748 871776.
- Should you be delayed by less than 15 minutes, your appointment can go ahead and will end at the prearranged time with no refund for the time lost.
- If the delay is more than 15 minutes, Sarah will cancel your session, and there will be no refund.

Gift Vouchers:

- All Gift Vouchers must be paid for in advance and used within six months of being issued.
- Consultations using a gift voucher are subject to our standard terms and conditions.
- Please note they are only redeemable against consultations supplied directly by Sarah Tyler-Walters at her premises.

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EVENTS

Booking:

- All College of Psychic Studies events are booked directly with them, subject to their terms and conditions.
- Sarah Tyler-Walter's private events are through the Eventbrite website. Payments are made directly to Eventbrite at the time of booking and subject to the terms displayed on the event page.
- Events run on behalf of organisations are booked via their website, subject to their terms and conditions.

Cancellation for events via Eventbrite:

- Refunds up to 7 days before the event
- Eventbrite's fee is nonrefundable.
- Should Sarah Tyler-Walters cancel the event, she will issue a full refund.

SHOP

Downloads:

- Sarah Tyler-Walters owns the copyright to all recorded material. You cannot distribute or share them with anyone else via any means without her written permission.
- The link and information are sent via automated email when you purchase a recording as a download. Downloads are in mp3 format.
- Sarah Tyler-Walters will not release SHOP purchases until payment is received (or cheques cleared).

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- Visualisations, e-books and information are a guide or tool; Sarah Tyler-Walters does not guarantee any results from using them.

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Last updated August 2022