

# Rescheduling, Refund & Cancellation Policy

## 1. Appointment Changes:

### 1.1. Rescheduling/Cancellation Notice:

Users must provide a minimum of 48 hours' notice for rescheduling or canceling an appointment.

### 1.2. Cancellation Fees:

(a) Within 48 Hours:

80% of the fee payable for the session.

(b) No-Shows:

100% of the fee payable for the session.

### 1.3. Avoiding Fees:

Users can avoid cancellation or no-show fees by rescheduling within the same week, subject to Practitioner availability.

## 2. Practitioner Cancellation:

### 2.1. User Notification:

In case of cancellation by the Practitioner or the inability to meet the User, the User must notify us at [info@soulknob.in](mailto:info@soulknob.in) within five (5) days.

### 2.2. Refund Process:

80% of the fee paid for the session will be refunded within six (6) business days if cancelled within 48 hours of the booking time allocated with the entity to the User's original mode of payment. Alternatively, the Practitioner may adjust the fee toward a rescheduled session.

## 3. User Actions:

### 3.1. Cancellation/Rescheduling:

Users can cancel or reschedule a session by logging into the SOULKNOB Platform or emailing [info@soulknob.in](mailto:info@soulknob.in). Notifications beyond office hours (10 am to 5 pm) are considered the next day.

### 3.2. Refund Exclusions:

Users are not entitled to refunds if the Practitioner is unable to meet them at the exact scheduled appointment time, and the User chooses to wait.

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