Cancellation & Refund Policy

Online appointments, four-session packages and Private Messaging

Last updated: 27 October 2026

I understand that plans and circumstances sometimes change. This policy explains how I handle cancelled appointments, prepaid packages, Private Messaging subscriptions and refunds. I aim to be clear and fair while respecting the time reserved for our work together.

This policy should be read alongside my **Terms & Conditions**, any information provided at checkout and your booking confirmation. **Your statutory consumer rights always take precedence.**

1. Key arrangements at a glance

Type of purchase	Cancellation and refund approach
Individual appointment	Please give at least 24 hours' notice when possible. Cancellations with less than 12 hours' notice or non-attendance may be charged.
Four-session package	Valid for 12 months from purchase. Refunds for unused sessions may be considered, with agreed recalculation of used sessions at standard rates.
Private Messaging	£150 per month, renewing automatically until cancelled. You can stop future renewal and request agreed pauses.
Applicable statutory rights	Any legally applicable online-purchase cancellation rights and remedies for services not properly provided remain unaffected.

2. Cancelling or rescheduling an individual appointment

Please give me at least 24 hours' notice where possible to cancel or rearrange a psychotherapy, hypnotherapy or past-life regression appointment.

With at least 12 hours' notice, you can normally reschedule without losing the appointment fee or an unused package session, subject to appointment availability.

With **less than 12 hours' notice**, or if you do not attend, the usual fee will ordinarily be charged. If the appointment was booked using a four-session package, one session credit will ordinarily be used. I may waive or reduce a charge or restore a credit in exceptional circumstances, including emergencies, taking account of fairness, any loss actually caused and applicable law.

If you arrive late, the appointment may still need to finish at the originally scheduled time. The normal charge may apply.

This 12-hour appointment rule is different from any statutory right to cancel the purchase of a service online. Those rights are addressed in section 7.

3. If I need to cancel, cannot provide a session, or end the work

If I need to cancel an appointment, I will try to offer a suitable alternative. If we cannot agree on one, I will refund the undelivered appointment or restore the relevant package credit, as appropriate.

If I decide that further therapy is not suitable or I cannot supply the remaining appointments, I will discuss the position with you and offer appropriate alternatives or a refund for undelivered services. I will not apply a discretionary client-cancellation charge where the failure to supply the service is mine.

If a technical failure substantially prevents me from supplying an agreed appointment, I will discuss an appropriate rescheduling or refund arrangement. Your statutory rights remain unaffected.

4. Four-session packages

The available four-session packages are:

- **Psychotherapy:** £260 for four 60-minute sessions (standard individual price £70).
- **Hypnotherapy:** £340 for four 90-minute sessions (standard individual price £95).
- **Past-Life Regression:** £340 for four 90-minute sessions (standard individual price £95).

Each package is **valid for 12 months from its purchase date**. Please book and take the sessions within this period. If exceptional circumstances make that difficult, contact me before expiry; I may agree an extension, subject to your legal rights.

Requesting an early package refund

Outside any statutory right, unused sessions are **not automatically refundable**. You may, however, ask to end a package early. I will consider the circumstances fairly and explain any agreed refund calculation before processing it.

For a discretionary refund, sessions already provided (and any properly chargeable missed appointments) may be recalculated at the **standard single-session rate** rather than the discounted package rate. The remaining balance of the price paid may then be refunded, subject to any deduction that is lawful, fair, properly explained and genuinely incurred. There will be no additional charge beyond the amount already paid solely because of this recalculation.

Illustrative calculation

If you paid **£260** for four psychotherapy sessions and have attended **two**, those two may be valued at 2 × £70 = **£140**. A discretionary refund for the remaining unused sessions would therefore be **£260 − £140 = £120**, before any individually justified lawful deduction. This is an example of the discretionary method, **not** the calculation for a statutory cooling-off cancellation.

If I cannot provide the remaining package sessions, or you have a statutory remedy, the refund will instead be handled according to the applicable legal requirements; it will not automatically use the above standard-rate calculation.

5. Private Messaging subscriptions

Private Messaging costs **£150 per month** and renews automatically unless cancelled. It is asynchronous support through Zoom, normally available Monday to Friday. When messages are present, I aim to provide at least two replies on each available service weekday. It is not a crisis service or an instant-response service.

Ending a subscription

You can cancel future renewal through the applicable Wix account/subscription controls or by contacting me at **hello@whatmakesithappen.com**. Where cancellation is set to take effect at the end of your current paid billing period, access normally continues until that date and further renewal payments stop. Please do not assume that cancelling a plan also automatically issues a refund; the two actions are separate.

A request to end a subscription part-way through an otherwise available paid period does not automatically result in a pro-rata refund. I will consider discretionary requests fairly, and any applicable statutory cancellation or service-quality rights override that position.

Pauses requested by you or needed because I am unavailable

If you will not be using Private Messaging for a period, you may ask me to **pause the subscription**. If I expect to be unavailable to provide the agreed support, I will arrange an appropriate pause or equivalent adjustment and explain the dates to you.

When a pause is agreed and implemented in Wix, **service access and future charges are paused**. Wix normally postpones future payment dates by the length of the pause, rather than refunding or pro-rating payments already taken. We will agree the pause and resumption dates in writing. A request is not active until I confirm it has been implemented.

Where I cannot supply paid-for support and a pause alone does not fairly resolve the interruption, I will offer an appropriate credit, extension or refund. Planned leave, public holidays and changes to weekday availability will be communicated as early as practicable.

6. Refund method and deductions

Where a refund is agreed or legally required, I will explain the amount, any applicable calculation and how it will be processed. Refunds are normally returned through the original payment provider or another lawful method agreed with you. The time it takes to appear in your account may depend on that provider.

I may consider a deduction for a genuinely incurred administration or payment-processing cost **only where that deduction is lawful, fair and disclosed**. I will not impose a blanket fee or reduce a refund where consumer law requires the amount to be returned in full. A cancellation charge must not exceed what is fair in the circumstances.

7. Online purchases and statutory cancellation rights

Some eligible consumer service contracts made online or at a distance carry a **14-day cancellation right**, usually ending 14 days after the day the contract was made. The application of that right depends on the service and the relevant legal rules; some contracts may be exempt. The 12-hour appointment rule does not take away a statutory cooling-off right.

If an eligible service begins during that period at your express request, the law may permit a proportionate payment for service already delivered when you cancel. Where a service has been fully performed, any loss of the cooling-off right depends on the legal requirements for early performance and acknowledgement being satisfied.

You can exercise any applicable statutory cancellation right by sending a clear statement to **hello@whatmakesithappen.com**. You do not need to use a special form or give a reason where the law grants an unconditional cooling-off right. Any statutory refund will be processed within the period and by the method required by law.

Nothing in this policy removes your rights if a service is not supplied as agreed or is not carried out with reasonable care and skill. Where this policy and applicable law conflict, the law takes precedence.

8. How to contact me

To cancel an appointment, ask about an unused package, request a messaging pause, stop future billing or discuss a refund, contact me as soon as possible:

Graham Barrone
Trading as **What Makes It Happen**
Email: hello@whatmakesithappen.com

Please include your name, booking or purchase reference if available, and a brief explanation of what you would like to change. You do not need to include sensitive therapeutic details in a routine billing enquiry.

This policy applies to bookings and subscriptions purchased through What Makes It Happen. Books and journals purchased through third-party retailers, such as Amazon, are subject to the retailer's purchase and returns arrangements.

9. Online sessions: technical difficulties and refunds

For online appointments you are responsible for arranging a suitable device, a private environment and an internet connection with sufficient bandwidth. Please check that your equipment and connection work before the session.

If a session is interrupted by problems with your device, connection or environment, we will make reasonable efforts to reconnect. The appointment will normally remain chargeable and an extension, replacement session or refund is not automatic. I may consider an exception where fair and appropriate.

If a technical problem at my end substantially prevents me from delivering the agreed session, I will arrange an appropriate rescheduling, credit or refund. Where neither party is responsible, or the cause is unclear, I will consider a fair resolution based on the circumstances.

Nothing in this section overrides your statutory consumer rights. The fuller technical arrangements are set out in section 13 of my Terms & Conditions.