



Refund Policy – Decus Healing

Last updated: February 2026

We want you to be happy with the **Decus Healing** services we provide (Assessments and Divine Healing Pathways). This policy explains when you may be entitled to a refund and how to request one.

1. Your Rights

Under the **Consumer Rights Act 2015**, you are entitled to services that are:

- Provided with reasonable care and skill
- Delivered within a reasonable time (if no specific time was agreed)
- As described in our agreement with you

If we fail to meet these standards, you may be entitled to:

- A repeat performance of the service at no extra cost, or
 - A partial or full refund, depending on the circumstances
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2. Cooling-Off Period

If you purchase our services by bank transfer, you have **14 days** from the date of purchase to cancel under the **Consumer Contracts Regulations**, unless:

- You requested the service to start within the 14-day cooling-off period and agreed to waive your right to cancel once the service is fully performed.
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3. Non-Refundable Situations

Refunds will not be issued if:

- A non-refundable deposit of £50 secures your place on a mutually agreed Divine Healing Pathway.
- Dissatisfaction is due to a change of mind rather than a failure on our part.
- The service has been fully performed with your agreement before the cancellation period ends
- You have breached the terms of our service agreement, including if you don't come to a session you've paid for, or if you arrive late or leave early for any reason.
- The one-off service (Body Whispering Assessments) is exempt from refunds.

4. Cancellation and Refundable Situations

All cancellation requests must be in writing. Refunds will be issued if:

- If you book a [Decus Healing Pathway](#) but then change your mind or realise you can't attend, you have 14 days after purchase or 48 hours before the service begins to cancel and receive a full refund minus the non-refundable deposit.
- If payment isn't received by the due date, we may cancel your booking.
- If we need to cancel or postpone for any reason, you can change your booking to a future date.
- If you need to cancel because you have a contagious illness (e.g. COVID-19, flu) or you're too unwell to attend, we'll transfer your booking to a future date.

5. Partial Refunds

- If a service is partially completed, a prorated refund may be offered at the discretion of [Decus Healing](#).

6. Processing Refunds

Approved refunds will be processed within **14 days** to your original payment method.

7. How to Request a Refund

To request a refund, please contact us at:

Email: linda@decushealing.co.uk

Phone: 07749896329

Address: 55 Walseker Lane, Woodall, Sheffield, S26 7YJ

Please include:

- Your name and contact details
 - Details of the service purchased
 - The reason for your refund request
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