



# REFUND POLICY

The Spiritualist  
Soul Essence Network  
Spirit First, Always

## REFUND POLICY

Last updated: September 2026

### 1. GENERAL REFUND POLICY

Because The Spiritualist offers different types of products and services, cancellation and refund conditions may vary depending on the nature of your purchase.

Unless otherwise stated for a specific product or service, purchases are considered non-refundable once the applicable service or digital product has been provided, except where a refund is required by applicable law. Nothing in this Refund Policy is intended to exclude, restrict or replace any mandatory consumer rights that cannot legally be excluded.

### 2. DIGITAL PRODUCTS

Digital products may include workbooks, guides, recordings, courses, downloadable resources and other digital content.

Where digital content has been supplied immediately after purchase, applicable law may provide specific exceptions to the standard right of withdrawal where the customer has expressly requested immediate supply and acknowledged the relevant consequences.

Where applicable, you may be asked to expressly acknowledge these conditions before the digital content is provided.

If you experience a technical problem accessing a digital product, please contact The Spiritualist so that we can reasonably assist you in accessing the product.

Technical access issues do not automatically constitute grounds for a refund where the product can otherwise be supplied to you.

### 3. SERVICES & 1:1 SESSIONS

For services involving a scheduled appointment, such as 1:1 sessions or readings, you are responsible for attending at the agreed date and time.

If you need to reschedule, reasonable advance notice is expected.

Where a cancellation or rescheduling request is made with insufficient notice, or where you do not attend your appointment, the session may be considered used. Any specific cancellation or rescheduling conditions communicated at the time of booking will take precedence for that particular service.

The Spiritualist will always aim to handle genuine circumstances with reasonable care and discretion.



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### 4. ONLINE PROGRAMS, COURSES & GROUP EXPERIENCES

For programs, courses, coaching containers, memberships and group experiences, the applicable cancellation and refund conditions may depend on the specific offer.

Any specific terms communicated on the relevant sales page, booking page, invoice, payment plan or agreement will apply to that purchase.

Where a payment plan has been agreed, individual instalments are not considered separate purchases of individual sessions or parts of a program unless explicitly stated otherwise.

Payments remain due according to the agreed payment schedule, subject to any mandatory rights under applicable law.

### 5. RIGHT OF WITHDRAWAL

Where a statutory right of withdrawal applies to your purchase, that right will be handled in accordance with applicable law.

For certain services or digital content, applicable law may provide exceptions to the standard withdrawal period, including circumstances where the service has begun at the customer's express request or where digital content has been supplied with the customer's required consent.

If you believe you have a statutory right to cancel, withdraw or request a refund, please contact The Spiritualist as soon as possible.

### 6. HOW TO REQUEST A REFUND

If you believe you are entitled to a refund, cancellation or withdrawal, please contact:

The Spiritualist by Soul Essence Network

Email: [theofficialspiritualist@gmail.com](mailto:theofficialspiritualist@gmail.com)

Please include:

- Your full name
- The product or service purchased
- The date of purchase
- The email address used for the purchase
- The reason for your request, where relevant

We will review your request and respond in accordance with the applicable terms and legal requirements.



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## 7. MANDATORY CONSUMER RIGHTS

Nothing in this Refund Policy affects any mandatory consumer rights or legal protections that apply to you.

Where applicable law provides you with a right to cancel, withdraw, receive a refund, obtain a repair, replacement or other remedy, those rights remain unaffected.

## 8. CHANGES TO THIS REFUND POLICY

The Spiritualist may update this Refund Policy from time to time to reflect changes to our services, business practices or applicable legal requirements. The version applicable to your purchase will generally be the version available at the time you entered into the agreement, subject to any legally required updates.

*The Spiritualist*  
**Soul Essence Network**

Leila van Gom Regalado  
Spiritual Coach  
*Spirit First, Always.*