

Refund Policy

Effective Date: 22 February 2025

1. Single Sessions

- 100% refund if cancelled at least 48 hours before the scheduled session.
 - No refund for cancellations made less than 24 hours before.
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2. Coaching Packages

- If cancelled within 14 days of purchase **and** before any session is used, a full refund applies.
 - If partially used, the refund will be calculated as:
(Package Price) – (Used Sessions × Single Session Price).
 - No refunds after 14 days.
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3. No-Shows

- If you do not attend a scheduled session without notice, it is considered used and non-refundable.
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4. Coach Cancellations

If **Xlumino LLP** cancels a session, you may choose a full refund or a rescheduled date at no extra cost.

5. How to Request a Refund

- Email your request to **support@guidinglanterns.com**.
- Refunds are processed within 7–10 business days to the original payment method.