



Witch Upon a Star

Terms & Conditions

Welcome to Witch upon a Star. By booking a session, placing an order, or purchasing any service through this platform, you agree to comply with and be bound by the following terms, conditions, and operational policies.

1. Booking, Payments, and Pricing

Advance Payment: Full payment is required at the time of booking to secure your time slot. No readings will be performed without prior payment.

Currency and Fees: All prices are listed in AUD. Prices are subject to change, but changes will not affect bookings that have already been confirmed and paid for.

Age Requirement: You must be at least 18 years of age to book a reading. If you are under 18, you must have explicit parental or guardian consent.

2. Cancellation and Rescheduling Policy

Rescheduling: You may reschedule your appointment up to 48 hours before your scheduled time slot at no extra cost.

Late Cancellations: Cancellations made less than 48 hours before the appointment will forfeit 50% of the booking fee.

No-Shows: If you fail to show up for your scheduled session without prior notice, your payment is completely non-refundable.

3. Tardiness and Late Arrival Policy

The Clock Starts on Time: Sessions will begin exactly at the scheduled time. If you are late, your session will still end at the originally scheduled time.

Grace Period: If you are more than 15 minutes late, the session will be considered a "No-Show." The appointment will be cancelled, and no refund will be issued. Unless otherwise agreed upon.

4. Refund Policy

Completed Services: Refunds will not be issued for completed readings under any circumstances. You are paying for the reader's time, energetic labor, expertise, and spiritual insight.

Reader Cancellations: In the rare event that Witch upon a Star needs to cancel your appointment due to an emergency, you will be offered the choice of an immediate, full refund or a priority rescheduled slot.

Product Refunds: As each of our products is individually handmade, slight variations in colour, shape, size, texture, and finish are a natural part of the crafting process and make each piece unique. These characteristics are not considered faults or defects.

We do not offer refunds or exchanges for change of mind or for variations that are inherent in handmade products. However, if your product has a serious fault or does not meet the consumer guarantees under the Australian Consumer Law, please contact us as soon as possible so we can assess your claim and, where appropriate, provide a repair, replacement, or refund.

5. Right of Refusal & Client Conduct

Respectful Environment: Witch upon a Star maintains a strict policy against abuse, harassment, aggression, or intoxication. If a client exhibits disrespectful behavior, the session will be terminated immediately without a refund.

Scope Limits: If your questions repeatedly violate the Code of Ethics (such as asking for medical diagnoses, legal outcomes, or third-party spying), and you refuse to reframe the query, Witch upon a Star reserves the right to refuse service, cancel the booking, and issue a full refund.

6. Limitation of Liability

Self-Accountability: All insights gained from a reading are intended for personal reflection and entertainment purposes only. Witch upon a Star accepts no legal liability or responsibility for any actions, decisions, or consequences a client chooses to make following a session.