

SARAH TYLER-WALTERS  
TRANCE MEDIUM

Terms and Conditions

**CONSULTATIONS**

Booking:

- All consultations must be booked and paid for in advance and are subject to availability.
- Same-day appointments are not available.
- All consultations must start and finish on time.
- The allotted time for a trance consultation includes 10 minutes to explain trance and how Master Chou works and for Sarah to get in and out of the trance state.
- All communication with Spirit is an experiment and, therefore, cannot be guaranteed.
- Any discounts, special offers or gift vouchers offered or provided by Sarah Tyler-Walters are subject to availability and at her discretion.
- Should you not be satisfied with the consultation content, please notify Sarah immediately, and she will issue a full refund.
- Sarah Tyler-Walters reserves the right to amend the prices without prior notice. Prepaid appointments would not be affected.
- Sarah Tyler-Walters reserves the right to amend the location of any in-person consultation and will provide as much notice as possible.
- Sarah Tyler-Walters reserves the right to amend the platform provider of any online consultation and will provide as much notice as possible.

Payment:

- All consultations must be paid in full no later than seven days before your appointment. (Non-payment will lead to cancellation).

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- Payments are via PayPal or Bank Transfer.
- All prices quoted are in UK Pounds Sterling (No other currencies accepted).
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- All prices quoted are in UK Pounds Sterling (No other currencies accepted).
- Via PayPal - Use the Shop on our website (<http://www.trancemedium.co.uk>) or copy and paste this link into your browser - (<http://www.paypal.me/sarahtylersalters>)
- Via Bank Transfer - Please request the bank details at the time of booking. Payment should be made in UK Pounds Sterling (No other currencies accepted).

### Cancellation:

- To cancel your appointment without charge, you must give notice at least four days before. Sarah will refund the total amount paid at her earliest convenience.
- Cancellations received less than four days before the date will not be refunded.

### Recording:

- Sarah records the audio of all online sessions.
- Sarah records all trance consultations (as an mp3) for your benefit. Sarah Tyler-Walters does not guarantee this. The audio is made in the best condition possible at the time and can not be improved or altered afterwards.
- Sarah sends the mp3 file via [www.wetransfer.com](http://www.wetransfer.com). Sarah aims to do this within seven working days after your session; unless otherwise stated.
- If you wish to record the audio of a consultation, you may. Please make Sarah aware that you are recording. Video is NOT permitted.

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## Consultations via Zoom:

- Zoom consultations require that you have a good broadband connection. The video camera is not necessary for trance consultations. Occasionally turning the video/camera off can improve the signal and quality of the sound.
- You will need to download the zoom application.
- Wearing a headset with a microphone is recommended.
- Internet/mobile connections are not perfect, and the sound or video can occasionally break up or become garbled. Should this happen during a session, and the conversation becomes difficult to continue, Master Chou or Sarah may bring the appointment to an end and reschedule. If you decide to proceed, you will accept the sound's poor quality and the disruption. A rescheduled appointment for the remaining time (subject to availability) will be arranged if you agree to end.
- Should the internet disconnect during a trance consultation, Master Chou will wait a few minutes for you to reconnect; you can join the Zoom meeting again.
- Sarah will cancel the session if reconnection does not happen within a few minutes. Any refund or rebooking will be at her discretion. Please ensure you have a good broadband connection before booking the appointment.

## Delays:

- Should you be delayed for a consultation, please notify Sarah immediately by text at 07748 871776.
- Should you be delayed by less than 15 minutes, your appointment can go ahead and will end at the prearranged time with no refund for the time lost.
- If the delay is more than 15 minutes, Sarah will cancel your session, and there will be no refund.

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## Gift Vouchers:

- All Gift Vouchers must be paid for in advance and used within six months of being issued.
- Consultations using a gift voucher are subject to our standard terms and conditions.
- Please note they are only redeemable against consultations supplied directly by Sarah Tyler-Walters at her premises.

## **EVENTS RUN BY SARAH TYLER-WALTERS**

### Booking:

- Sarah Tyler-Walters' private events are booked via her website.
- Event tickets are purchased via the SHOP on her website.
- Payments are made via PayPal.
- Confirmation of your ticket and event information will be emailed within three working days of your purchase.
- Please note that the confirmation will be sent to the name and email address supplied by PayPal (e.g., the one you have used for PayPal).

### Recording:

- Sarah records the audio of all online sessions for her information and to aid continual product and event development.
- The event information will state if the audio recording will be made public (for sale).
- The event tickets will state if the audio recording (mp3 file) is included or not in the purchase price.

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- If the event ticket includes the audio (mp3 file) it will be sent to you via [www.wetransfer.com](http://www.wetransfer.com) within seven working days after the event; unless otherwise stated.
- Video is NOT recorded. Unless otherwise stated in the event information.
- Cancellation:
- Refunds up to 7 days before the event
- Should Sarah Tyler-Walters cancel the event, she will issue a full refund.

## **EVENTS RUN BY OTHER ORGANISATIONS OR VENUES**

Booking:

- All College of Psychic Studies events are booked directly with them via their website ([www.collegeofpsychicstudies.org.uk](http://www.collegeofpsychicstudies.org.uk)). They are subject to their terms and conditions.
- Events run on behalf of organisations are booked via their website and are subject to their terms and conditions.

## **SHOP**

Downloads:

- Sarah Tyler-Walters owns the copyright to all recorded material. You cannot distribute or share them with anyone else via any means without her written permission.
- The link and information are sent via automated email when you purchase a recording as a download. Downloads are in mp3 format.

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- Sarah Tyler-Walters will not release SHOP purchases until payment is received.
- Visualisations, e-books and information are a guide or tool; Sarah Tyler-Walters does not guarantee any results from using them.

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