



FINANCIAL POLICY

Counseling Deposits

Twelve Stones gives out dates for counseling on a first come, first served basis, which means the customer who first pays the deposit will get their preferred counseling dates.

To lock in a customer's preferred counseling dates, Twelve Stones requires the payment of a \$500 deposit. The deposit counts toward the total balance of the cost for counseling and can be made in the same manner as counseling payments (see below).

Counseling Payments

Full payment for the chosen counseling dates is due 30 days before the first day of the scheduled counseling dates.

This also means that counseling retreats scheduled within in the 30 day window from the first day of the scheduled counseling dates require a payment in full immediately --- no deposit will be accepted.

Twelve Stones will send out an invoice to the customer that can be paid online via apple pay, credit card (all major credit cards accepted) or automatic bank draft.

Please contact Twelve Stones immediately, if you are planning to have a third party cover part or all of the cost for counseling, because each party making payment to Twelve Stones should receive their own invoice.

Important: Sending a check is also an acceptable way to pay but may slow down the process. In case of paying the deposit via check, a customer risks losing their preferred dates as another customer could make payment sooner.

Refunds

The following refund policy applies to all payments received by Twelve Stones.

1. Payments can be refunded for cancellations received up to 31 calendar days before the first day of the scheduled counseling dates.
2. When a refund is issued, Twelve Stones will assess a \$75.00 administrative fee for refunds. This fee will be deducted from the amount to be refunded.
3. NO REFUND will be issued for cancellations received inside the window of 30 calendar days before the first day of the scheduled counseling dates. However, you may reschedule the session. The rescheduled session must occur no more than 6 months after the originally scheduled counseling dates.