

Cancellation, Rescheduling & Refund Policy

For Brew & Be Heard

Effective date: October 2, 2026

Website: <https://www.brewandbeheard.com/>

Contact: brewandbeheard@gmail.com

1. Cancellation or rescheduling at least 2 hours before the appointment

If you cancel or request to reschedule at least 2 hours before the scheduled start time, you may choose a reschedule or a refund of the session price paid.

2. Cancellation less than 2 hours before the appointment

Cancellations made less than 2 hours before the scheduled start time are normally non-refundable because that appointment time has been reserved for you.

Brew & Be Heard may offer a one-time courtesy reschedule when circumstances reasonably justify it. Courtesy exceptions are not guaranteed.

3. No-shows

If you do not arrive for the session and do not cancel in advance, the session is normally treated as used and is non-refundable.

If you contact Brew & Be Heard within 4 hours after the missed appointment, you may request review for a one-time reschedule or refund consideration. Approval is case-by-case and is not guaranteed.

4. Once a session has started

Once a session begins, the payment is normally non-refundable. This includes situations in which the client chooses to leave early.

An exception may apply when a Brew & Be Heard-side technical failure materially prevents the session from being provided.

5. Provider cancellation

If Brew & Be Heard must cancel the appointment, you may choose a reschedule or a full refund of the amount paid for that session.

6. Technical problems

If a Brew & Be Heard-side technical problem materially prevents the paid session from taking place or continuing, Brew & Be Heard will offer a reschedule or full refund.

If the problem is caused by the client's device, internet connection, email account, failure to use the supplied link, or other client-side issue, Brew & Be Heard will make a reasonable effort to help, but a refund is not automatic. A reschedule may be offered when appropriate.

7. Refund processing

Approved refunds are returned through the original payment method or payment system when available. Processing time after approval is controlled by the payment processor or financial institution and may vary.

8. How to request a cancellation, reschedule, or refund

Contact Brew & Be Heard at brewandbeheard@gmail.com. Include the name and email used for the booking and the scheduled appointment date and time. Do not send payment-card numbers or account passwords by email.