SELKA

Terms & Conditions

Reiki & Crystal/Sound Bowl Sessions
Last updated: September 2026

Welcome

Welcome to Selka. These Terms & Conditions are designed to ensure that your experience is comfortable, respectful and clear for everyone.

1. Bookings

Appointments can be made through the Selka website, by phone, email or other booking methods offered by Selka.

By making a booking, you agree to these Terms & Conditions.

Please provide accurate contact information when booking so that Selka can communicate with you regarding your appointment.

2. Payment

Payment is due according to the payment options and timing provided at the time of booking.

If a deposit or full payment is required to secure your appointment, this will be communicated to you before your booking is confirmed.

3. Cancellation & Rescheduling

If you need to cancel or reschedule your appointment, please provide at least **24 hours' notice** wherever possible.

Appointments cancelled or rescheduled with less than 24 hours' notice may incur a cancellation fee or loss of any booking deposit, where applicable.

If you do not attend your appointment without contacting Selka, the appointment may be treated as a late cancellation.

Selka understands that unexpected circumstances can arise and will consider individual circumstances where appropriate.

Nothing in this section is intended to exclude or limit your rights under the Australian Consumer Law.

4. Arriving for Your Session

Please arrive on time for your appointment.

Arriving late may reduce the time available for your session, as the appointment will generally still finish at the scheduled time.

Selka aims to provide a peaceful and unhurried experience, so please allow yourself enough time to arrive and settle in.

5. Reiki Sessions

Reiki sessions are offered as a complementary wellness experience intended to provide a peaceful opportunity to relax, pause and reconnect.

Reiki is not intended to diagnose, treat, cure or prevent any medical condition, illness or mental-health condition.

Individual experiences vary, and Selka does not guarantee a particular physical, emotional, energetic or spiritual outcome from a session.

6. Crystal & Sound Bowl Sessions

Crystal and sound bowl sessions are offered as a relaxation and wellbeing experience.

The sounds and vibrations may be experienced differently by each person. If at any time a sound, vibration or aspect of the session feels uncomfortable, please let your practitioner know and the session can be adjusted where reasonably possible.

7. Health & Personal Information

Before your session, you may be asked to provide information that is relevant to your comfort and safety.

Please let Selka know about any health concerns, injuries, sensitivities, pregnancy, recent procedures or other circumstances that may be relevant to your session.

You are responsible for providing information that may affect your ability to participate comfortably and safely.

If you are unsure whether a session is appropriate for you, please speak with your doctor or other suitably qualified healthcare professional before booking.

8. Medical & Mental Health Care

Selka's services are complementary wellness services and are **not a replacement for medical, psychological or other professional healthcare**.

Please continue any treatment or medication prescribed by your healthcare professional.

If you have a medical or mental-health concern, please seek advice from an appropriately qualified healthcare professional.

9. Your Comfort & Consent

Your comfort and personal boundaries are important at Selka.

You are welcome to communicate your preferences or ask questions at any time during your session.

You may choose to pause or end a session at any time.

10. Respect & Appropriate Behaviour

Selka is a respectful and inclusive space.

Clients are expected to behave respectfully towards the practitioner, other clients and the premises.

Selka reserves the right to end a session if behaviour is inappropriate, threatening, abusive, discriminatory or otherwise makes the environment unsafe or uncomfortable.

11. Privacy

Personal information provided to Selka will be handled respectfully and used for purposes connected with your booking, communication, delivery of services and business administration.

Selka will not sell your personal information to third parties.

Any personal information collected will be handled in accordance with applicable Australian privacy requirements.

12. Photography, Recording & Mobile Phones

To protect the privacy and peaceful experience of everyone at Selka, photography, video or audio recording during sessions is not permitted without prior permission.

Please keep mobile phones on silent during your session.

13. Vouchers & Promotions

Where Selka offers gift vouchers, promotions or special offers, any specific conditions applying to them will be provided at the time of purchase.

Gift vouchers are not redeemable for cash unless required by law.

14. Australian Consumer Law

Selka operates in accordance with applicable Australian laws, including the **Australian Consumer Law**.

Nothing in these Terms & Conditions is intended to exclude, restrict or modify any consumer guarantee, right or remedy that cannot legally be excluded.

15. Agreement

By booking a Reiki or crystal/sound bowl session with Selka, you confirm that you have had an opportunity to read and understand these Terms & Conditions and agree to them.

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