

Our Policies

For clarity and ease, we have set out our way of working here. By booking a session with Tarotherapy, you agree to the following policies.

1. Pricing & Sessions

- Sessions are priced as shown on our Home page.
- The First Glimpse “pay what you can” sessions are exactly that; there is no obligation to pay anything or to book further sessions.
- We can only offer one of these sessions per person, and they are limited and subject to availability. We reserve the right to withdraw or pause this offer at any time.
- After your First Glimpse session you will be emailed with details on how to “pay what you can” via bank transfer. Other payment methods (such as PayPal or card) may be offered in the future.
- We are always open to discussions about longer-term pricing, such as concessionary rates, after the First Glimpse session.
- All sessions are available to clients aged 18 and over only.

2. Session Timings, Cancellations & Technology

- Session timings are shown clearly on our booking form.
- We understand that emergencies happen. If you need to cancel, please let us know as soon as possible and at least 24 hours before your scheduled session.
- If you cancel with less than 24 hours’ notice, we may not be able to offer a reschedule or refund.
- If we have to cancel, we will rearrange your session at your convenience, or you may be offered the option to see an alternative member of the Tarotherapy team.
- Technology does not always co-operate. If there is a late start due to technical issues, we will endeavour to extend the session if this is possible. If the connection fails completely, you will be offered the option to continue by telephone or to reschedule.
- Once a reading has been completed and delivered, no refunds are available.

3. Confidentiality & Data Protection

- We aim to provide a safe and secure space for you. Only the most basic contact details are kept digitally, and these are password protected.
- Any notes that may be made during a session are handwritten and stored securely only for the duration of your course of sessions. They are destroyed securely once sessions are complete, unless you give consent for us to retain them.
- We operate in line with the General Data Protection Regulations (GDPR). You have the right to request a copy of your data or for it to be deleted at any time.
- We do not collect or store your financial details; all payments are processed externally.
- We will not share your data with third parties. The only exception is in an extreme situation where we are concerned for your welfare or the welfare of others.
- Please note this confidentiality is provided by Tarotherapy as a whole, not individually. With your permission, Josie and Janie may share limited client information between themselves, e.g. to ensure a smooth transition if one continues your sessions from the other.

4. Contact & Communication

- The best way to reach us is by email. We aim to reply within 48 hours.
- We love seeing comments on our social media pages and will do our best to respond, but we are not able to offer personal communication outside of Tarotherapy channels.
- We do not provide emergency or out-of-session therapeutic support. If you are experiencing a crisis or feel unsafe, please contact your GP, NHS 111, Samaritans (116 123), or emergency services immediately.

5. Disclaimer

Our tarot readings are intended for self-reflection, empowerment, and wellbeing. They are not a substitute for professional medical, legal, financial, or mental health advice.

We cannot accept responsibility for any decisions you make following a session. You remain fully responsible for your own choices and actions.

6. Complaints

We are committed to offering a professional and supportive service.

If you have a concern or complaint, please email us at tarotherapyreadings@gmail.com
We will acknowledge your message within 5 working days and aim to provide a full response within 10 working days.

7. Website Use & Cookies

- Our website and all content on it (including text, images and branding) are owned by Tarotherapy and may not be copied, reproduced, or used without our written permission.
- You are welcome to use the site to find out about our services, book sessions, and contact us. Any other use is prohibited.
- Like most websites, we may use cookies or analytics to help us improve your experience. By using our site, you consent to the use of cookies. You can adjust your browser settings to decline cookies if you prefer.