

Woselle - Policy Guidelines

1. Payment Policy

Advance Payment:

- Full payment is required in advance to confirm a session booking.
- For multi-session packages:
 - **2 Sessions:** The full amount must be paid upfront.
 - **4 Sessions:** By default, 50% is due upfront (covering the 1st and 2nd sessions), with the remaining 50% due before the 3rd session (covering the 3rd and 4th sessions). However, therapists may opt for 100% upfront payment if the client agrees.
- Payments must be completed **at least 24 to 48 hours before** the session to secure the booking.
- If payment is not received within the stipulated time, the session will be **automatically canceled** and will need to be **rescheduled** based on therapist availability.

Accepted Payment Methods: UPI, Bank Transfer, or Payment Gateway (as per platform guidelines).

2. Cancellation & Rescheduling Policy

Cancellation Notice:

- Clients must provide at least **24 hours' notice** for cancellations or rescheduling.
- **Cancellations made less than 24 hours** before the session will be charged in full (non-refundable).

Rescheduling:

- Rescheduling is allowed **once per session** if requested at least **24 hours in advance**.

Medical Emergencies:

- In cases of medical emergencies affecting either the client or the therapist:

- **No refund** will be provided.
- **Rescheduling** will be considered based on availability.

3. Refund Policy

Woselle will assess refund requests based on the following conditions and instances. Matters beyond these instances will be reviewed by the management on a case-by-case basis. The applicable instances include:

- **Accounting Error:** If you were charged an amount higher than the correct amount due to an accounting error, the overcharged amount will be refunded.
- **Defective Services:** In the event of any defect in services or if you find the service unsatisfactory, and upon the company's validation of your feedback post-investigation, the organization will, instead of issuing a refund, re-perform the services.
- **Dissatisfaction Post-First Session:** If dissatisfaction is noted after the first session, you will be matched with another therapist. If the dissatisfaction persists with the new therapist, a complete, partial, or pro-rated refund will be issued on a case-by-case basis.
- **Dissatisfaction Post-Multiple Sessions:** If dissatisfaction is noted after completing more than one session, you will be matched with another therapist, and you will only receive a refund for the remaining sessions of the ongoing package. If dissatisfaction continues with the new therapist, a partial or pro-rated refund will be issued on a case-by-case basis.
- **Pause or Discontinuation of Therapy:** If you wish to pause or discontinue therapy, a credit note will be issued. This credit note is transferable and can be shared with friends or family.
- **Refund Eligibility Cut-Off:** The request for a refund must be communicated to your Mental Health Coordinator within 10 days of the latest session. Refund requests beyond this period will not be considered.
- **Management Decision:** In individual cases, decisions made by the Woselle management team will be considered final.

4. No-Show Policy

Client No-Show:

- If a client does not join the session **within 15 minutes** of the scheduled time without prior notice, the session will be considered a **no-show** and charged in full.

Therapist No-Show:

- If the therapist fails to show up, the client is entitled to either:
 - **A full refund**, or
 - **Free rescheduling** of the session.

5. Corporate & B2B Payment Policy

Corporate Clients:

- Corporate clients must sign an **MoU/Agreement** specifying the number of sessions and payment terms.
- Payments for **corporate workshops** and bulk sessions are invoiced **monthly** or as per the contractual agreement.

Payment Delays:

- In case of **payment delays** from the corporate client, therapist payments will be processed only after receiving the client payment.