

Cancellation & Refund Policy

Effective Date: 14 DEC 2025

Enhancing People Relations ("we", "our", "us") believes in transparency and fairness. This Cancellation & Refund Policy explains how cancellations and refunds are handled for booked video sessions.

1. Session Cancellation

- You may request a cancellation of your booked session within **7 days** from the date of payment.
 - Cancellation requests must be initiated by contacting us via **Telegram**, which is our official communication channel.
 - Requests received after the 7-day period may not be eligible for a refund.
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2. Refund Policy

- Upon a valid cancellation request within **7 days**, we will provide a **100% full refund** of the session amount.
 - Refunds are processed to the **original payment method** used during booking.
 - No partial refunds are offered once the session has been conducted.
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3. Refund Processing Time

- Once a cancellation request is approved, the refund will be initiated within **5-7 business days**.
 - Actual credit time may vary depending on your bank or payment provider.
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4. Non-Refundable Scenarios

Refunds will not be applicable in the following cases:

- The session has already been completed
 - Cancellation request is made after the 7-day refund window
 - Failure to attend the session without prior notice
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5. Rescheduling

- If you are unable to attend a session, you may request a **one-time rescheduling**, subject to availability.
 - Rescheduling requests must be made in advance via Telegram.
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6. Payment Disputes

- We encourage you to contact us directly via Telegram before raising any payment disputes.
 - We aim to resolve concerns quickly and fairly.
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7. Changes to This Policy

We reserve the right to update or modify this Cancellation & Refund Policy at any time. Any changes will be reflected on this page with an updated effective date.

8. Contact Us

For cancellations, refunds, or any related questions, please contact us via **Telegram**.

Enhancing People Relations

A small talk can change everything

By booking a session with us, you agree to this Cancellation & Refund Policy.