



Alana Fairchild

V O I C E O F T H E S O U L

Terms and Conditions for www.alanafairchild.com

This Website is owned and operated by Alana Fairchild Pty Ltd ABN 43 613 359 952 (Alana Fairchild or “we”). By using this Website, you warrant that you are over 18 and you agree to be bound by these terms and conditions.

Alana Fairchild owns all proprietary rights, including copyright, in this Website. The copyright in materials displayed on this Website or available for download is either owned by Alana Fairchild or by a third party who has granted Alana Fairchild the right to use the material in this manner. The trademarks (whether or not registered), service marks, trade names, logos and other indication of origin, including but not limited to, « Alana Fairchild », « Voice of the Soul », « Oracle Goddess », « alanafairchild.com », « Soul Guidance and Sacred Mentoring », displayed on this Website are registered and unregistered trademarks of Alana Fairchild.

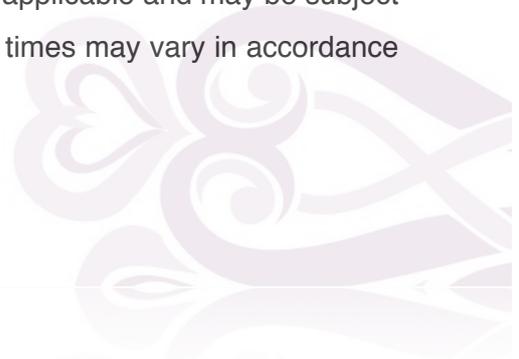
Alana Fairchild grants you a non-transferrable, non-exclusive licence to access, download material and use this Website solely for your personal use. You may not copy, sell, reproduce, republish, upload, post, transmit, frame, scrape, display, distribute, modify or adapt the content of this Website in any way or otherwise use it for any public or commercial purposes.

You agree that you must take your own precautions to ensure your access to the Website does not expose you to the risk of viruses, malicious computer code or other forms of interference that could damage your computer, and Alana Fairchild accept no responsibility for any interference or damage to your computer system which arises in connection with your use of the Website.

The remainder of these terms and conditions relate to specific services. We may in our sole discretion add, delete, or change some or all the services included within the Website at any time, or terminate this licence.

SHIPPING AND TRACKING

- No responsibility is taken for items lost or damaged in transit. Though this happens very rarely, but we do recommend that you opt for insurance and tracking of your parcel.
- Delivery times are estimated and excludes time in customs if applicable and may be subject to delay due to causes outside of our control. Actual delivery times may vary in accordance with your local postal service.



Alana Fairchild

V O I C E O F T H E S O U L

- For orders outside Australia tracking is not provided via **airmail** or **seamail**. You will need to purchase track and pack or courier service.

REFUNDS AND RETURNS

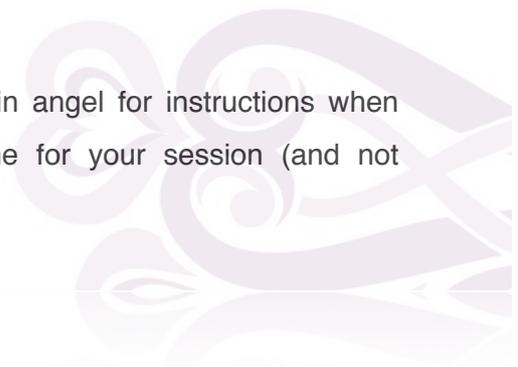
- No refunds are given and all sales are final. We accept returns of products, within 3 days of receipt of purchase, if you were sent the incorrect item or if the item is faulty.
- We take no responsibility if your order is deemed undeliverable by the postal service and returned to us. Full shipping costs will apply to have your order re-delivered.

THE ONLINE ORACLE

Please note the website online oracle is suggested guidance only and you must always take responsibility for your own life using common sense to investigate further.

SESSIONS WITH ALANA

- Appointments are limited and typically are scheduled at least two - three months in advance, dependent upon Alana's availability.
- All appointments are conducted via Skype, which requires a reliable internet connection.
- Appointments can only be confirmed once payment has been made.
- Cancellation policy: A non-refundable deposit of AUD50 applies to all bookings. All schedule changes and cancellations must be made a minimum of 48 hours in advance to give us time to offer your session to someone on the wait list. If you fail to show up for your session, you'll be considered a "no show" and will be charged for 100% of the cost of your session.
- Confirmation emails: you will receive an email confirming the appointment time, date and among other details such as Skype contact details. It's your responsibility to read these and verify their accuracy.
- If you don't know how to use Skype, please ask the admin angel for instructions when booking your session. Use all your valuable session time for your session (and not technical matters) by testing the technology in advance.



- Wrong numbers or Skype contact details: You will have multiple opportunities to verify and correct your contact details. If you provide the wrong details we will attempt to reach you via email. If you don't respond to that within 15 minutes of the commencement of your scheduled session time, then that constitutes a "no show" for your session.
- In the unusual occurrence that Alana may need to reschedule your session a full refund is offered or the next available time in her schedule.
- A recording service is not included in your session. If you wish to record your session, you are welcome to make one copy using your own recording device provided that the recording is for personal use and it is not copied or otherwise shared with any other person or communicated in any medium.
- Once purchasing your session you have a **six month time period** in which to book with Alana. Please email us Alana as soon as possible after making payment to arrange your session time. Although we will email you upon receiving payment, our email may not get to your inbox due to an incorrect email address being provided, or junk mail filtering, so we ask that you take responsibility to follow up with us if you don't hear back from us within two days of making your order for a private consultation with Alana.

TAX

For Australian clients products and session prices are inclusive of GST. All prices are listed in Australian dollars.

EVENTS/WORKSHOPS

We do not offer refunds on workshop tickets unless the event is cancelled however at our discretion, where practical, ticket value may be held in credit and used towards a future event or workshop of equal value. Ticket attendance at events is transferable unless otherwise stated.





SGSM ONLINE TRAINING PROGRAM

The Soul Guidance and Sacred Mentoring online training program is a unique year long professional training and personal development program, channelled by Alana Fairchild and the Higher Guidance who has helped to create her best-selling oracle decks, books, meditation CDs and music. The course is designed to empower your spiritual growth, heal and strengthen your soul and help you attain your divine destiny, whilst also giving you technical training in a spiritual healing modality using the Crystal Mandala Oracle deck, and Alana's books and CDs. For more information see the prospectus and student guide.

The SGSM Program is not a diagnostic or health service and is subject to the Disclaimer below.

GENERAL DISCLAIMER

Use of this site and any of the products obtained through it is at your sole risk.

Persons under 18 years of age must obtain the consent of a parent or suitable caregiver if they wish to purchase any services from this site. We do not monitor or take responsibility in screening visitors or age status.

Any information on this site is not intended as a substitute for advice from your healthcare professional, counsellor or other mental health professional.

Actual results may vary. The Website and the content herein do not provide medical advice or prescribe the use of any technique as a replacement for treatment for physical, mental or medical problems by your doctor. Our intention is to offer information and tools to help our customers in their quest for spiritual growth.

Materials, techniques and information shared through Alana's work and website are provided for informational purposes only and must not be construed as personal advice medical or otherwise. Before making any changes, participants should consult their healthcare providers or seek medical advice, or other relevant professional.

