



PATHWAYPIXEL

GAMING WITH PURPOSE. EMPOWERING NEURODIVERSE JOURNEYS

PathWayPixel Payment and Refund Policy

Introduction

At PathWayPixel, we value transparency and fairness in all our client interactions. This Payment and Refund Policy outlines the terms and conditions associated with payment for our services. Please review these terms carefully.

Payment Terms

Accepted Payment Methods:

- Payments are accepted via bank transfer, credit/debit cards, or PayPal.

Pricing:

- Our standard rate is £333.33 per-session rate. Rates may vary based on social hours or not
- Custom packages or group services are available at agreed-upon rates.

Payment Schedule:

- **Pay-As-You-Go:** Payments for individual sessions must be made in full before the session begins.
- **Prepaid Packages:** For clients purchasing session packages (e.g., 10 sessions), the full payment is required upfront.

Late Payments:

- Payments not received within 7 days of the due date may incur a late fee of **£20** If payment is not received within **14 days**, an additional **£20** fee will be added.
 - Continued non-payment may result in suspension of services.
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Refund Policy

No Refunds:

PathWayPixel does not offer refunds for completed or prepaid sessions under any circumstances.

Rescheduling Policy:

- Clients who notify us at least 24 hours in advance of their scheduled session may reschedule without any additional charges.
- Missed sessions or cancellations made with less than 24 hours' notice will not be rescheduled or refunded.

Cancellation by PathWayPixel:

- If PathWayPixel must cancel a session, clients will be offered a rescheduled session at no additional cost.
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Session Cancellations**Client Cancellations:**

- Clients must notify PathWayPixel at least 24 hours in advance of a session to reschedule.
- Cancellations made within 24 hours of the scheduled session will be considered a missed session and will not be refunded or rescheduled.

PathWayPixel Cancellations:

- In the rare event of a cancellation by PathWayPixel, clients will be offered a rescheduled session or credit toward a future session.
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Chargebacks and Disputes

- Clients are encouraged to contact PathWayPixel directly in the event of any payment disputes.
 - Chargebacks without prior contact may result in termination of services.
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Policy Updates

- PathWayPixel reserves the right to modify this Payment and Refund Policy. Clients will be notified of any changes in advance.
 - Changes will apply only to future sessions and agreements.
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Contact Information

For any questions or concerns, please reach out to:

- **Email:** thisispathwaypixel@gmail.com
- **Phone:** [insert phone number]
- **Website:** www.pathwaypixel.co.uk

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Last Review Date: 12/10/24

Next Review Date: 12/10/25