

Terms & Conditions

General

You must be over 18 years of age to use my services and either be the bill payer or have the bill payer's permission to make the call. To use my credit card services you must either be the cardholder or the cardholder must be present when the booking is made.

All readings must be booked in advance.

Payments should be made before any reading or service takes place, or the appointment may be cancelled without notice. All payments should be made via the www.heavensguidance.com website, using the Pay Pal service.

Heavens Guidance offers free self help guides for personal use and development only. These guides should strictly not be duplicated for any business or commercial reasons.

All services offered by Heavens Guidance are for entertainment only.

Psychic Readings Service

I offer a "five minute guarantee" whereby customers who do not connect with me or anyone of my chosen readers within the first five minutes, are offered their money back or an alternative reader. A client's right to the above may be withdrawn at Heavens Guidance discretion in cases of persistent complaints.

Although readings are not timed by the minute if you exceed the booked time, a maximum of a 10 minute allowance is permitted without any extra charge.

Crave Basher Service

The Crave Basher service is strictly a support service and no psychic predictions will be offered during this service.

Although this service is not timed by the minute if you exceed the 20 minutes, a maximum of a 10 minute allowance is permitted without any extra charge.

Complaints

If you have a complaint about any of my services you can email at anu@heavenguidance.com or call me on 07528 126 504, and your complaint will be dealt with within 14 days.

Use of Data

Heavens Guidance has a strict policy of retaining your details with confidentiality and privacy. Your details will not be distributed or disclosed to any third party. Heavens Guidance will only use your data to inform you of any offers, events and other information relating to Heavens Guidance services. If you would like to opt out of this communication, then please let me know when I record your details.