

Legal

Eligibility

By accepting services rendered, you represent that you are 18 years of age or older, or if you are under 18, that you have the complete permission of your parent or legal guardian, or that you are a legal emancipated minor. If you are a parent or legal guardian who is responsible for a child, you hereby agree to bind you and your child to these Terms and to fully indemnify and hold harmless Sonya Moreno/Earth & StarLight Healing L.L.C. and Staff if you or your child breaches or disaffirms any term or condition of these terms.

If Sonya Moreno/Earth & StarLight Healing, L.L.C. and Staff, believe that you do not meet any of these requirements or have violated these Terms, you are not eligible to use sites or services provided by Sonya Moreno/Earth & StarLight L.L.C. and Staff, they reserve the right to immediately terminate your use of sites and services and the client and practitioner relationship at any time.

You hereby agree to hold yourself accountable for personal responsibility and choices made with information and services rendered. You will not under any circumstances, hold accountable Sonya Moreno/Earth & StarLight Healing L.L.C. and Staff, for any reason due to services rendered and accepted. Services rendered and accepted are done so at the patrons own free will for personal development and entertainment purposes only.

You have the right to terminate the client practitioner relationship for any reason.

Booking and Scheduling Terms & Conditions

- Payment methods - Full payment is expected prior to appointment. Payments can be made with links provided unless other prior arrangements have been agreed upon and validated via email.

- Scheduling - To secure your preferred time slot and length of appointment Payment is taken upfront or your appointment will NOT be saved or valid. If you are unable to pay online, contact me to schedule alternative options. All payments are Non Refundable, non transferable, and non exchangeable unless the appointment needs to be canceled by Sonya/Earth & StarLight Healing, L.L.C. and or Staff/Hosts for any lawful purpose.

- Rescheduling - If a cancellation arises for any reason and you are unable to make your appointment, the fee is NON REFUNDABLE. If you wish to reschedule, you must reschedule within 24 hrs for a later date and your payment will forward to the rescheduled date otherwise ALL payments are Non Refundable, non transferable, and non exchangeable. THIS EXCLUDES LIVE EVENTS!!!! - THEY HAVE THEIR OWN POLICIES!!!

- Late arrivals and NO SHOWS - If you are late to an appointment or an event, your personal amount time will be subtracted from the appointment - Your payment is non-refundable. If you NO SHOW without any attempt to reschedule within the terms outlined (within 24 of scheduled date), you forfeit your appointment and your payment is non-refundable. Attempt to reschedule is defined as having reached out through ALL avenues of text, email, reschedule button provided via email-Sonya is not responsible for contacting you to reschedule your time.

- Events - To secure your preferred seat as seating is often limited, payment is taken upfront or your reservation will NOT be saved or validated.
- Walk -ins are welcomed on a case by case basis as seats allow and must pay cash upon walk in.
- Best to text, email, or reach out via social media to the venue or Sonya Moreno and Staff prior just to be safe. We do not accept venmo or electronic payments or checks for walk-ins. All payments are non refundable, non transferable, and not exchangeable unless the appointment needs to be canceled by Sonya Moreno/Earth & StarLight Healing, L.L.C. and Staff for any lawful purpose.
- Private Home & Customized Events - A Non Refundable deposit of \$150 to secure your preferred date and time is expected upon agreement of date and details. Remaining is due at the end of the event collected by the host, and then transferred to Sonya Moreno at the end of the evening with appropriate payment agreements decided upon beforehand.
- Services rendered and accepted are done so of the patron's own free will. Statements made within sites, websites, and social media platforms have not been evaluated by the U.S. Food and Drug Administration. These statements and the products of this company are not intended to diagnose, treat, cure or prevent any disease.
- Please consult your physician before implementing any new diet, exercise and dietary supplement programs, especially if you have pre-existing medical conditions or are taking prescribed medications. The statements made on websites, social media platforms, and personal sessions are for educational purposes only and are not meant to replace the advice of your physician or healthcare provider.
- Refunds, Transfers, or Exchanges At this time Sonya Moreno and Staff do not offer
- Refunds, Transfers, or Exchanges FOR ANY REASON. You hereby agree that you are responsible for upholding your commitment to self, and Sonya's and Staff's time, or forfeit your investment. EXCEPTIONS however do apply below in the following outlines and Sonya Moreno and ONLY Sonya Moreno has the choice to revisit this at her own discretion at any time.
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- For Events: In booking for an in person or digital/online/remote event, you have up to 5 business days (Monday through Friday) to cancel your reservation to regain your investment. As a small business and our small event hosters, we
 - reserve the right for how difficult it is to pay fees and rental costs when limited seating is available and cannot always be filled to recoup planning costs.
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- For 1:1 Sessions and Package Purchases: In booking appointments for in person and or digital/remote sessions, you are granted opt-ins for reminders which are automatically sent to your email address with the additional option of SMS/TEXT reminders to support you. You hereby agree and recognize that in the modern day and age, technology allows for multiple ways to contact and connect through zoom, facetime, social media, iphone, and android phones, public libraries and many other spaces that allow for privacy and connection, and free wifi without having to pay extra. 1:1 Sessions and Package purchases are NON REFUNDABLE

for any reason EXCEPT if Sonya/Earth & StarLight Healing, L.L.C. needs to reschedule or cancel. Cancellation by the client DOES NOT constitute a refund but will be forwarded to a reschedule date as agreed upon by Sonya/Earth & StarLight Healing, L.L.C. and Client.

- Gift Certificates and Packages: In booking appointments for in person digital/remote sessions, you are granted opt-ins for reminders which are automatically sent to your email address with the additional option of SMS/TEXT reminders to support you. You hereby agree and recognize that in the modern day and age, technology allows for multiple ways to contact and connect through zoom, facetime, social media, iphone, and android phones, libraries and many other spaces that allow for privacy and connection without having to pay extra. If you buy a gift certificate or package for someone other than yourself, you agree that BOTH you and the intended recipient are responsible for creating the time and space needed for the upcoming appointment as the same options, information, and links are provided through your purchases. You do however you have up to 5 business days (Monday through Friday) to cancel your appointment to regain your investment.

- PLEASE NOTE that gift certificates and packages have an expiration date from date of purchase and they are NON TRANSFERABLE and NON REFUNDABLE.

- Audio Product, Downloadable Products, Physical Products, Resources, Readings, Energy Sessions, Coaching Sessions and other services Rendered by Sonya Moreno/Earth & StarLight Healing L.L.C. Disclaimers *

- Energy Healing, Akashic Healing, Reiki Healing, Life Coaching and other forms of multidimensional healing, multimodality approaches, and meditations/visualizations practiced by Sonya Moreno/Earth & StarLight Healing, L. L.C. are gentle forms of energy healing. Please always make sure you are under the care of a physician for any health issues you might be having, this does not serve as a substitute. Sonya and Staff always suggest these services are complementary to holistic and allopathic care.

- Never listen to audio sessions, meditations, or receive guidance or healing energies, when your full attention cannot be committed to or is needed elsewhere for activities at work, operating machinery, or driving your vehicle. You understand that to allow the possibility for the highest benefit you must be in an undisturbed place without distraction, or atmospheric noise that may contribute to disruption of the session for both you and Sonya Moreno/Earth & StarLight Healing, L.L.C.

- I understand no refunds or cancellations once audio, downloadable products, physical product purchases, or other services are rendered. This includes LIVE in person events, and the limited 1:1 available in person sessions.

- I understand and certify that I am at least 18 years of age in order to qualify to become a client for Sonya Moreno/Earth & StarLight Healing, L.L.C. and have my Readings of any style performed, Coaching, or any form of Reiki / Akashic, or Multimodality Healing.

- I understand that Sonya/Julian and their varying forms of Readings, Channelings, and Energy healing are NOT a fortune telling service, and cannot guarantee the accuracy of the session's messages because many different factors play a part in how things might play out. Even though suggestions may be made to Sonya and Staff from these sources,

whether for personal or business use, I will use my own discretion, and exercise my own free will. I acknowledge any actions I take from this guidance is of my own fruition and I have consulted myself as well as the appropriate resources to confirm that I am making a good decision. I hereby agree to hold myself accountable for personal responsibility and choices made with information given and services rendered. I will not under any circumstances, hold accountable Sonya Moreno and Staff, for any reason due to services rendered and accepted. Services rendered and accepted are done so at my own free will for personal development and entertainment purposes only. I understand that Reiki / Akashic/ Shamanic Healing is a simple, gentle, hands-on energy technique that is used for stress reduction and relaxation. I understand that Sonya and Staff using practitioner tools do not diagnose conditions nor do they prescribe or perform medical treatment, prescribe substances, nor interfere with the treatment of a licensed medical professional.

- I understand that services Sonya Moreno and Staff offer do not take the place of medical care. It is recommended that I see a licensed physician or licensed healthcare professional for any physical or psychological ailment I may have. I understand Sonya Moreno and L.L.C.'s services can complement any medical or psychological care I may be receiving. I also understand that the body has the ability to heal itself and to do so, complete relaxation is often beneficial. I acknowledge that long-term imbalances in the body sometimes require multiple sessions in order to facilitate the level of relaxation needed by the body to heal itself.

- I understand that Sonya Moreno/Julian Cavazos and L.L.C. always recommend that clients be under the active care of a licensed medical care professional for any current or ongoing physical or mental conditions. I understand that Earth & StarLight Healing L.L.C. and its employees are not licensed medical professionals. I understand that Readings and Energy Healing Modalities can be a great tool to supplement allopathic care and that I should discuss any recommendations made with my licensed health provider.

- I understand that ALL Sessions held with Earth & StarLight Healing L.L.C. for 1:1 are digital in nature and occasionally in person. It is my responsibility as the client to record the session in a way that fits my needs, and I certify that I will not use the session recordings or notes in any way that would cause harm or damage to Earth & StarLight Healing L.L.C. in any way. I will not publish the content of our sessions without explicit consent from Sonya Moreno/Julian Cavazos/Earth & StarLight Healing L.L.C. in writing.

- I shall fully indemnify, hold harmless & defend Sonya Moreno/Julian Cavazos, Earth & StarLight Healing, L.L.C. & its directors, officers, employees, agents, & affiliates from & against all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, costs & expenses (including but not limited to reasonable attorney's fees and costs), whether or not involving a third party claim, which arise out of or relate to any act, omission, or injury occurring during any sessions of/by/at Sonya Moreno/Julian Cavazos of Earth & StarLight Healing, L.L.C.