



CANCELLATION & REFUND POLICY

ORAMA · operated by HIVISION GROUP LTD · Republic of Cyprus

1. Scope of Application

This Cancellation & Refund Policy applies to all services booked through oramapsychic.com, operated by HIVISION GROUP LTD, Republic of Cyprus.

2. Session Bookings

All services are booked in advance and paid online. Once confirmed, the selected date and time are reserved exclusively for the client.

3. Cancellations & Rescheduling

Cancellations or rescheduling requests are permitted up to 24 hours prior to the scheduled session. Requests made less than 24 hours before the session time are non-refundable. Missed sessions or failure to attend are treated as no-shows and are non-refundable.

4. Refunds

Refunds are issued only where cancellation occurs at least 24 hours in advance. Approved refunds are processed to the original payment method within 5 to 10 business days, subject to the payment provider. No refunds are issued once a session has started or has been completed.

5. Late Arrivals

Late arrivals do not extend the session beyond the original scheduled time. Arrivals exceeding 15 minutes may be considered a no-show without refund.

6. Professional Environment Requirement

Clients are required to attend sessions from a private, quiet, and stationary environment suitable for confidential conversation.

ORAMA reserves the right to cancel or terminate a session at its sole discretion if:

- The client is driving or in transit
- The client is walking outdoors or in a public place
- The session environment contains excessive external noise or distractions
- Third parties are present or able to overhear the session
- The client's setting compromises safety, privacy, or session quality

If a session is cancelled or terminated due to the above conditions, it will be treated as a client no-show and is non-refundable. Clients are responsible for ensuring they are in a safe, private, and appropriate setting before the session begins.

7. Nature of Services

All services are provided for entertainment and personal insight purposes only. Refunds are not granted based on dissatisfaction, interpretation, or outcomes of a session.

8. Technical Issues

If a session cannot proceed due to a technical issue attributable to ORAMA, the client will be offered either a full refund or rescheduling at no additional cost.

9. Policy Amendments

ORAMA reserves the right to amend this policy at any time. Continued use of the website or services constitutes acceptance of any revisions.

10. Governing Law & Jurisdiction

This policy is governed by the laws of the Republic of Cyprus. Any disputes shall fall under the exclusive jurisdiction of the Cypriot courts.

11. Contact

For cancellation or refund-related inquiries: contact@oramapsychic.com

A Greek version of this document is available at oramapsychic.com. In the event of any discrepancy between the two languages, this English text prevails. Last updated: September 2026.

