

Cancellation and Refund Policy

Last updated: April 2026

We understand that circumstances change. This policy explains how cancellations, rescheduling, and refunds work at Khidma.

1. Cancellation by You

More than 24 hours before your session

If you cancel your booking more than 24 hours before your scheduled session, you are entitled to a full refund or the option to reschedule at no extra charge.

Less than 24 hours before your session

Cancellations made within 24 hours of your scheduled session are non-refundable. You may reschedule once, subject to availability, within 7 days of the original session date.

No-show

If you do not attend your session without cancelling in advance, the session fee is non-refundable and cannot be rescheduled.

2. Cancellation by Khidma

If a scholar or counsellor is unable to attend your session, or if Khidma needs to cancel for any reason:

- You will be notified as early as possible
 - You will be offered a full reschedule at a time of your choosing, or a full refund — your choice
 - Refunds in this case will be processed within 5–7 business days
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3. Packages (3-Session and 5-Session)

Package payments are collected in full at the time of the first session. The following applies:

- If you wish to cancel a package before completing any sessions, a full refund will be issued
 - If you have completed one or more sessions within the package, a refund will be issued for unused sessions only, calculated at the standard single-session rate
 - Unused package sessions expire 6 months from the date of purchase
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4. Session Extensions

Session extension payments (paid during a live session to extend beyond the base duration) are non-refundable once the extension has commenced.

5. How to Cancel or Reschedule

To cancel or reschedule your session, contact us via:

- **WhatsApp:** +91 9187150090
- **Email:** connect@khidma.live

Please include your name, session date, and booking reference (if applicable). We aim to respond to all cancellation and reschedule requests within a few hours.

6. Refund Processing

Approved refunds are processed to your original payment method within 5–7 business days. Processing times may vary depending on your bank or card provider.

7. Dissatisfied with Your Session?

If you are genuinely dissatisfied with your session experience, please contact us at connect@khidma.live. We take all feedback seriously and will review each case individually. Please note that dissatisfaction with the guidance or ruling provided by a scholar or counsellor does not in itself constitute grounds for a refund, as the value of a session lies in the professional time and knowledge provided.

8. Contact Us

For cancellations, rescheduling, and refund queries:

Email: connect@khidma.live **WhatsApp:** +91 9187150090 **Website:** www.khidma.live