

Return & Cancellation *Policy*

The Healing Haven Membership on Whop · Effective August 17, 2026

This policy covers purchases made through The Healing Haven on Whop, operated by **Helen DeLovely LCSW PLLC**, doing business publicly as **The Healing Haven**.

§ 01 Monthly membership

The Healing Haven Membership is billed monthly through Whop and renews automatically until cancelled.

- **Cancel anytime.** You can cancel from your Whop account dashboard. Cancellation stops future billing.
- **Access through the paid period.** After you cancel, your membership and member benefits remain active until the end of the current billing period.
- **No prorated refunds.** Because membership provides immediate access to the community and member benefits, we do not offer partial-month or prorated refunds, except where required by law.

§ 02 Billing errors and duplicate charges

If you believe you were charged in error — a duplicate charge, a charge after cancellation, or an incorrect amount — email us at hello@helendelovely.com within thirty (30) days of the charge. Verified billing errors are refunded in full to the original payment method.

§ 03 Appointments and services booked separately

In-person and telehealth services are booked and billed separately from the membership and are governed by the consent and payment paperwork you sign for those services. Appointments require at least **24 hours' notice** to cancel or reschedule; late cancellations and no-shows may be charged per the booking terms shown when you schedule.

§ 04 Digital content

Any digital content or courses purchased through Whop provide immediate access on purchase and are non-refundable once accessed, except where required by law.

§ 05 How to reach us

Questions about a charge, cancellation, or refund? Email us and we will respond within five (5) business days.

The Healing Haven

Operated by Helen DeLovely LCSW PLLC

Helen DeLovely, LCSW

250 E 200 S, Suite 1521, Salt Lake City, UT 84111

(385) 443-4045 · hello@helendelovely.com