



Cancellation & Refund Policy

Ethereal Childcare & Doula Services LLC · Arlington & DFW

Effective October 2026

Deposit

A deposit of 25% of your package total reserves your dates. Because those dates are held for your family, the deposit is non-refundable.

Cancelling before services begin

If you cancel 14 or more days before your due date or service start date, all payments you have made, except the deposit, will be refunded. If you cancel fewer than 14 days before, no refund is available, because your dates are reserved.

Postpartum shifts

You may reschedule or cancel a scheduled shift at no charge with at least 24 hours of notice. With less than 24 hours of notice, the shift is deducted from your package hours (or charged at the hourly rate), up to a 4-hour minimum.

Unused hours

Postpartum package hours must be used within 12 weeks after your baby's birth. Unused hours expire and are not refundable.

If Lakayla is ill or unavailable

If Lakayla needs to cancel a shift or visit, she will reschedule at no charge, or provide a refund for hours that are not delivered.

Payment plans

If you are on a payment plan, payments are due on the dates in your agreement. Please contact Lakayla before a due date if you need to talk about your schedule. Services may be paused if payments are past due.

How refunds are issued

Approved refunds are returned to your original form of payment within 10 business days.

Questions

Please contact Lakayla Phillips using the phone number or email on our website. Your agreement may include additional terms. If anything differs, your signed agreement applies.

Client acknowledgment

I have read and agree to this Cancellation & Refund Policy.

Client name (print)

Client signature

Date