

Readings with Joyce Mason

Phone, Skype and E-Mail Guidelines



BY PHONE

There are three options for working together **by phone** or Skype. Choose whichever one works best for you:

Option #1 - You call me at my private number, provided before the reading. I place the call on speaker phone (from a private, closed-door location) and use my digital recorder to capture our two-way conversation. Because digital files are too big for most e-mail systems to handle, I send you a link to your digital recording via You Send It. When you receive the link, you have one week to download it onto your computer for listening whenever you want, transfer to an MP3 player, or however you want to use the digital file.

Option #2 - **Skype**. I can record in the same way during a Skype session with the advantage of being able to actually see each other. However, be forewarned that I'm a new user and may need your guidance, assuming you have more experience! I'll provide my Skype address, if we decide to go this route.

Option # 3 - Your Own Recorder

If you have your own phone-recording device, by all means, use it! I'll give you my landline number to call me at the appointed time.

IMPORTANT NOTE: Due to the time involved, I am unable to repeat a phone reading if the recording fails. If it's important to you to have a record of our exchange, please also take notes or use another back-up recording method.

BY E-MAIL

Your reading will be an average of four pages typewritten, single spaced. My comments are delivered in a PDF attachment by e-mail. These are completely personalized, not generic computer reports.

E-mail readings are priced and premised on an average of two hours of my services, which involves all correspondence, chart reviews, and writing the report.

Joyce Mason

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Astrology ★ Tarot ★ Dreamwork ★ Flower Essences

(Fortunately, I am a very fast typist.) This is about the same amount of time—perhaps a tad more-- than the typical preparation and delivery of a 1-1.5 hour telephone reading. For this method to work, it's important for us to be thorough but concise in our communications—and to have a clear end point.

Advanced payment via PayPal is required before I start work on your reading, and I always give you an estimate on delivery date once I receive your payment. Let me know which kind of reading you want to purchase (natal, current transits/cycles, or Chiron-focused, for examples.) Unless you pay and choose the type of reading on a coupon offer in my monthly New Moongram e-mail, I will send you a payment request via PayPal. If you don't already have a PayPal account, it's very easy to sign up when you respond to the request.

To start ~ I'll need your exact birth data—date, time, and place. Please let me know the source of the information, so I have a sense of how accurate it is. Birth certificate is always best with baby book second best. Memory is not reliable, even that of proud parents, but we'll work with the best you can provide, and I will let you know what limits we have with a chart that is not exact.

Context and focus ~ I will ask you the areas of life on which you'd like to focus (up to three) and any questions necessary for context. Context and focus questions put the reading into perspective of what you want to get out of our limited time together so that I can aim to meet your current needs. Whenever possible, the goal is to limit *context exchanges* to two sets of back-and-forth emails to keep within the two-hour time boundaries.

Reading and follow-up ~ Following the report I send, you may ask any clarifying questions in an e-mail, and I will respond. Again, the goal is to keep *follow-up exchanges* as concise as possible and within two sets of back-and-forth emails to keep within the timeframe. Your reading will be considered complete and closed to additional discussion after the second e-mail exchange. Exceptions may be negotiated in the rare instances of highly complex issues. Please understand that if we have to go “extra innings,” I will need to charge additional fees. This is only by mutual agreement. You will always be advised in advance and have an option to accept or decline the additional time. When these guidelines are followed, it is highly unlikely that need extra time would be required, but we know that life can be complicated, so I mention this to accommodate you, if the need is there.

Please let me know if you have any questions, and if you choose it, how you find the e-mail reading process works for you.