

Horoscope Friends FAQs

The FAQ's have been divided into product areas, so please click on the product area you require and a list of the FAQ's will appear.

- Psychic Readings
- Charts
- Website

Psychic Readings

1. How old do I have to be to use your service?
You must be at least 18 years of age to use our service.
2. How long is a psychic reading?
The length of a psychic reading depends completely on you. It depends the issue to hand and how complex it is. Remember you can stop a psychic reading at any point or extend a reading. The average duration of a reading is generally 20 minutes.
3. Can I choose the psychic I speak with?
Of course! You can either choose yourself based on the information on the website or you can call our friendly reception team and they will advise. Be sure to specify whether you want a male or female psychic and what subject areas you'd like to cover and any preferences on psychic skills & tools – and they will then match you to the best psychic.
4. What psychic skills are available?
The most popular psychic skills are astrology, card readers, psychics, numerology and relationship specialists. Within each of these specialism further skills may be used which include: Clairvoyance, Mediumship, Clairsentience, and Clairaudience.
5. What are *Psychic Tools*?
Our psychic readers boast an array of skills and tools to help them provide an accurate reading for you time and again. To find out what each reader has to offer, click on their profile or ask our receptionists for more details.
6. Are your psychics real?

We can vouch for our team. Our psychics are individually selected and thoroughly tested for accuracy, professionalism and their desire to help you. We pride ourselves on the quality and proficiency that our psychics provide to our customers and we monitor our psychics daily.

7. Is there anything a psychic reader can't talk about?

For legal reasons psychics are not allowed to talk about anything related to health, legal or financial matters. We urge you, if you need guidance in these areas, to seek professional help.

8. When can I have a psychic reading?

We are open 365 days a year and you can generally have a call 24/7. Our 090 service is available 24 hours a day as our readers log-on at different times. Our credit card team log-on from 8 a.m. until 2 a.m. so you can contact them during these hours or if you see your reader is available outside of these hours, you can call them via our website. Simply choose your reader, use the online booking form to book and the confirmation screen will then give you a number to dial to connect your directly to your reader.

9. How do I know when my favourite reader will be available?

The website outlines if your reader is available or not. Each reader has colour-coded buttons beside their photo – green means 'go' as they are available, grey means they are currently busy. Some readers also supply a rota. If you click on the profile of your preferred reader, their rota will appear within their profile and you can see when they will be next available. You can also pre-book them to guarantee your reading by ringing reception on 0207 111 6304.

10. What if my chosen reader is unavailable?

If your chosen reader is unavailable you can choose from the many other gifted readers available or you can pre-book. To pre-book, simply call the reception team on 0207 111 6304 and they will slot you in at your earliest convenience.

11. How do I pay for a reading?

There are a variety of ways you can pay for a reading. We recommend the credit card service as this is the most cost effective way to enjoy a reading. To make a credit card call, you will need a valid credit or debit card. If you would prefer to charge your phone bill, call 0905 005 8100 and you'll be connected to a reader of your choice. 090 calls cost £1.53/min + network extras. Callers must be 18+ and have the bill payers permission. Calls are recorded and are for entertainment purposes only. SP www.InverOak.com

12. How do I know if I have minutes left on my PIN?

Simply call 0207 111 6304, quote your name, date of birth and postcode and once we validate your identify, we will then be able to reveal if you have any credit left on your PIN.

13. Do my minutes expire?

Your minutes never expire. You can use them whenever you want.

14. Do I have to use my account balance with one specific reader?

You can use your account balance with one or multiple readers. If you have some credits left after a call, you can opt to call either the same reader or a different reader. Live psychic credits cannot be used to purchase charts.

15. What offers are available?

Our offers change regularly so check the website for details or call our reception team on 0207 111 6304.

16. What happens if my credit runs out during a call?

Don't worry, you can still continue your call. We will simply charge you per minute for the remainder of the call and bill your credit card at £1.50 per minute. You will be informed that you are going into extra minutes and have the option to end the call, if you so wish.

17. How will the cost of a reading appear on my telephone bill?

The call will be classified as 'Telephone Consultations' on your credit card bill.

18. I don't have a credit or debit card, can I still have a reading?

Yes, you can opt to have a reading, billing the call to your phone bill. The number to dial is 0905 005 8100 and you will be billed at £1.53 per minute

19. How do I leave a testimonial or rate a reader?

We'd love to hear your thoughts and views and we know our other customers would love to hear your feedback also. Contact us anytime on info@horoscopefriends.co.uk and we'll be sure to post your feedback.

20. Can I apply to be a Horoscope Friends reader?

Absolutely, we'd love to hear from you. To apply, simply send us your CV outlining your experience thus far and we'd be happy to arrange a test reading. Email your CV to recruitment@horoscopefriends.co.uk

21. How can I contact you?

To get in contact email us at cs@horoscopefriends.co.uk and we'll get back in touch within 24 hours.

22. How do I make a complaint?

We welcome all feedback both good and bad. If you were unhappy with the service in any way or have a complaint to make, please get in contact with us ASAP and we'll make it our business to prioritise your issue and get back to you ASAP. Please remember that you may incur a slight delay in hearing from us as we investigate your issue. Email us at cs@horoscopefriends.co.uk and we'll get back to you ASAP.

23. Do you supply email readings?

Currently we do not supply email readings however if this is something you would like, we will certainly ask our readers and get back to you.

24. Do you have a 5-minute guarantee?

Yes we offer a 5-minute guarantee – meaning that if you do not connect with your within the first 5 minutes, you have the option to end the call and call the reception team who will then top you up back to your original credit and connect you with another reader. The 5-minute guarantee can only be used once and is only valid if you disconnect the call within the first 5 minutes and contact the reception team immediately thereafter.

Astrology Reports

1. What astrology reports do you offer?

For a full list of the astrology reports, visit www.horoscopefriends.co.uk/astrology-reports

2. Who do I contact if I have a question regarding the astrology reports?

To make things as easy as possible, simply contact info@horoscopefriends.co.uk and we'll do our best to get back to you as soon as possible with an answer.

3. Do you offer printed astrology reports?

Currently no, however if this was to become a popular request, we'd certainly look at it.

General Questions

If your question does not relate to live psychic or charts, then please contact us at cs@horoscopefriends.co.uk and we will endeavour to get back to you as soon as possible

Having problems logging in?

Check again to make sure you have entered the same details that you submitted when you first registered your account with us. If the problem persists email us at cs@horoscopefriends.co.uk