



# Website Booking Policy

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## Terms

### 1. Booking Process:

Clients can make bookings through our website or mobile app. At the time of booking clients will be required to provide details such as name, business name, email, and/or phone number. Clients may be required to nominate a date and time for the chosen service.

### 2. Payment

Payment may be required at the time of booking either in part or full dependent on the service. This will be confirmed at the time of the booking.

We accept payment via credit card, debit card, or online payment services such as PayPal and/or Stripe. Where a payment is required at the time of booking fund will need to be cleared prior to provision of service.

Payments not required at the time of booking will be invoiced accordingly at a later date and in consultation with the client.

### 3. Cancellation Policy

Customers may cancel their booking at any time. Cancellations may be made either via email or phone.

### 4. Rescheduling

Customers may reschedule their appointment at and time. Rescheduling may be made via email or phone.

## 5. No Show Policy

If a customer fails to show up for their appointment without cancelling or rescheduling, they may be charged a no-show fee.

## 6. Refunds

Refunds will be issued in accordance with the Fran Watson Elite Solutions *Refund Policy*.

## 7. Availability

All bookings are subject to availability and confirmation. We will make every effort to accommodate customers' preferred dates and times, but we cannot guarantee availability.

## 8. Changes to Policy

We reserve the right to make changes to this policy at any time.

## 9. Contact

If you have any questions or concerns about this policy, please contact us at [admin@fwelitesolutions.com.au](mailto:admin@fwelitesolutions.com.au)