

Ad-Hoc Booking Procedure.

Booking Process: Ad-hoc bookings can be made by contacting our administration team via phone, private message or email.

Availability Confirmation: Our team will confirm the availability of services for the requested date and time, along with any additional details or requirements.

Reservation Confirmation: Once availability is confirmed, a reservation will be made for the specified date and time.

Payment Terms: Payment for ad-hoc bookings will be with your regular monthly invoice. We accept various payment methods, including credit/debit cards, bank transfers, or cash.

Confirmation Notice: A confirmation email or message will be sent to you upon successful booking, detailing the reservation and any relevant information.

Cancellation Policy for Ad-Hoc Bookings:

Cancellation Deadline: Clients may cancel their ad-hoc booking up to 48 hours before the scheduled service without incurring any cancellation fees.

Late Cancellation: Cancellations made less than 48 hours before the scheduled service may be subject to a cancellation fee equivalent to the service cost to compensate for the inconvenience and potential loss of revenue.

Cancellation Procedure: Clients must notify us of any cancellations by contacting our administration team via phone, private message or email.

Refund Policy: Refunds for cancelled ad-hoc bookings will be issued within a reasonable timeframe, typically within 7-14 business days, using the same payment method employed for the initial payment.

Exceptions: In cases of emergencies or unforeseen circumstances, exceptions to the cancellation policy may be considered at the discretion of the management team and if availability allows you may be offered another day in that week.