

# Cancellation & Refund Policy

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We want every booking with us to feel genuinely worth your time and money. This policy explains what happens if you need to change or cancel, and how refunds work. It sits alongside our Terms & Conditions — booking with us means you agree to both.

## Payment & preparation

Full payment secures your booking. We begin preparing for your session as soon as it's confirmed — the research, planning and review behind your appointment is tailored to you and starts straight away. That preparation is part of the value you're paying for, and it's reflected in how cancellations are handled below.

## Rescheduling

Need to move your appointment? Just let us know at least 4 days before your booking time and we'll reschedule you once at no charge, subject to availability. Life happens — we'd always rather shift your booking than have you miss out.

## If you change your mind

Because preparation begins the moment your booking is confirmed, change-of-mind cancellations are handled as follows:

- **More than 4 days before your appointment:** you can reschedule once at no charge, or cancel for a refund of your payment less a preparation fee — \$100 for a Home Function Discovery Call, or \$250 for a Home Function Audit. This fee covers preparation already completed for you and non-refundable payment processing costs.
- **Within 4 days, or a missed appointment (no-show):** because we require at least 4 days' notice for new bookings, your time can no longer be offered to anyone else, and preparation is complete — so these bookings aren't eligible for a refund or reschedule.

*These change-of-mind terms are separate from your rights when something isn't right with the service — see below.*

## If something isn't right — your consumer rights

Nothing in this policy limits the rights you have under the Australian Consumer Law. Our services come with guarantees that can't be excluded. If a service isn't delivered with due care and skill, isn't reasonably fit for the purpose we agreed, or doesn't match what we described, you're entitled to a remedy — depending on the problem, that may be putting it right, re-supplying the service, or a refund. These rights always apply, regardless of the change-of-mind terms above.

## If we need to cancel

If we ever have to cancel or reschedule your booking — for example, illness or circumstances beyond our control — you'll be offered a full refund or a free reschedule, whichever you'd prefer.

## Talk to us

To reschedule, cancel, or just talk something through, email [design@lotusgrovedesignco.com](mailto:design@lotusgrovedesignco.com). If you're worried about timing, reach out early — we'd genuinely rather find a solution with you than see you lose your booking.