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*Last updated: 8 June 2026*

These terms explain how we work together when you book with Lotus Grove Design Co. We've kept them as plain as we can. By making a booking or using our website, you agree to them.

## 1. Acceptance of these terms

By accessing this website, making a booking, or engaging our services, you agree to these Terms & Conditions and to our Privacy Policy.

## 2. Bookings & confirmation

All bookings are subject to availability and confirmation. Your booking is confirmed once payment has been received. You're responsible for making sure the information you give us at booking is accurate and complete, so we can prepare properly and reach you if needed.

## 3. Service areas & travel

We provide services throughout Newcastle, Lake Macquarie, and the Central Coast regions of New South Wales, with travel from Wye NSW 2259.

Appointments outside our standard area may attract a travel fee or a minimum booking requirement. Where this applies, we'll let you know before your booking is confirmed. We may decline bookings where travel, access, or safety make a visit impractical.

## 4. Payment

Full payment is required at the time of booking to secure your reservation. By completing payment, you confirm you've read and accepted these Terms & Conditions, our Privacy Policy, and the cancellation and refund terms below.

## 5. Cancellations, refunds & rescheduling

We want every booking to feel worth your time and money. Preparation for your session — research, planning and review tailored to you — begins as soon as your booking is confirmed, and that's reflected below.

Rescheduling: just let us know at least 4 days before your booking time and we'll reschedule you once at no charge, subject to availability.

If you change your mind:

- **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 clause 12. If we need 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 prefer.

## 6. Preparation & pre-consultation questionnaire

To make the most of your time with us, you may be asked to complete a questionnaire or briefing form before your appointment. Preparation and review may begin as soon as your booking is confirmed.

Incomplete, inaccurate, or late information may affect what we can cover, and could mean a shorter or rescheduled session. You confirm you're authorised to share any photos, plans, measurements, or details you provide to us.

## 7. Consultations, reports & deliverables

Following your appointment, you may receive a written report, summary, recommendations, or audit findings based on the information reasonably available at the time. Reports are generally provided within about 7 business days unless we've told you otherwise. Some preparation and report work continues after the appointment itself and forms part of the service.

Our recommendations are provided for design and planning purposes. They aren't engineering, building certification, legal, financial, or health advice, and shouldn't be relied on as such. Where specialist or regulatory advice is needed, you remain responsible for obtaining it independently.

Minor clarifications may be provided at our discretion. Additional revisions, expanded scope, or follow-up work may be quoted separately.

## **8. Recordings & AI-assisted tools**

To prepare accurately and save you time, we use AI-assisted tools such as transcription, note-taking, scanning, and design software in our work.

Where we'd like to record audio or video during a consultation or site visit, we'll ask for your agreement first. You're free to decline, and that won't affect the service you receive. How we handle any recordings and information is set out in our Privacy Policy.

Your Home Function Discovery Call is held by video, and you're welcome to show us around your home using your camera. If we'd like to record the call — including anything you film — so we can prepare your recommendations accurately, we'll let you know before we start, and you can say no. By filming your home during the call, you confirm you're entitled to show and share what's on camera, and you'll let anyone else present know if the call is being recorded.

## **9. Photography & portfolio use**

We'll only use photographs, videos, or project materials from your home for our portfolio, website, or social media if you've given us your permission in writing. We'll always ask first, and you're welcome to say no. Materials collected for delivering your project (planning, quoting, reporting, design) are used for that purpose regardless, and handled in line with our Privacy Policy.

## **10. Intellectual property**

All reports, recommendations, designs, concepts, layouts, documents, and related materials we produce remain the intellectual property of Lotus Grove Design Co unless we've agreed otherwise in writing. They're provided for your own personal use in your project and may not be copied, resold, or reused commercially without our written consent.

## **11. Payment disputes & chargebacks**

If a concern ever arises about a payment, please contact us first so we can sort it out together. Records such as booking confirmations, payment details, communications, and your acceptance of these terms may be provided to payment processors or financial institutions in the event of a dispute.

## **12. Your rights under the Australian Consumer Law**

Nothing in these terms limits the rights you have under the Australian Consumer Law. Our services come with guarantees that can't be excluded — they must be provided with due care and skill, be reasonably fit for the purpose we've agreed, and match how they were described. If a service falls short, you're entitled to a remedy, which may be putting it right, re-supplying the service, or a refund, depending on the problem. These rights always apply, regardless of the change-of-mind terms in clause 5.

## **13. Limitation of liability**

To the maximum extent permitted by law, Lotus Grove Design Co is not liable for indirect, incidental, or consequential loss arising from your use of our services or website, and our total liability is limited to the amount you paid for the relevant booking. Nothing in this clause excludes or limits any rights or guarantees that can't be excluded under the Australian Consumer Law.

## **14. Website use**

Please use our website lawfully. Don't attempt to interfere with how it works, gain unauthorised access, or use it for any unlawful purpose. Our website may link to other sites; we're not responsible for their content or practices.

## **15. Changes to these terms**

We may update these terms from time to time. The current version will always be available on our website, and applies to bookings made after it's published.

## **16. Governing law**

These Terms & Conditions are governed by the laws of New South Wales, Australia.

## **17. Contact us**

Questions about these terms, or anything else? We'd love to hear from you.

### **Lotus Grove Design Co**

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