

Clause 13: Service Cancellation and Payment Terms

13.1 Client-Initiated Cancellation with 48+ Hours Notice

When the Client provides written cancellation notice to Evie and Axel more than 48 hours before the scheduled service date, deposits for bookings will be retained but can be used for a future booking on a date mutually suitable for all parties involved.

13.2 Client-Initiated Cancellation Within 48 Hours

Deposits for bookings cancelled within 48 hours of a booking are non-refundable and cannot be used for a future booking. The Client acknowledges that Evie and Axel structure their professional schedule around confirmed appointments, and this policy exists to maintain operational efficiency and fairness to all clients.

13.3 Provider-Initiated Cancellation

Deposits for bookings cancelled by Evie and Axel at any time can be used for future bookings, or optionally refunded at the Client's request.

13.4 Subsequent Cancellation Policy

Should the Client cancel services for a second occurrence, regardless of whether it involves identical or different service arrangements, all payments shall be retained without refund and cannot be applied to future bookings. In such instances, even if rescheduling is requested, Evie and Axel shall be discharged from any continuing obligations under this service agreement.

13.5 Payment Allocation Acknowledgment

The Client recognizes that payments received by Evie and Axel are immediately allocated toward operational expenses and business commitments. The payment structure reflects the dedicated resources and professional availability reserved exclusively for the Client's scheduled services.

13.6 Service Rescheduling Provisions

Following an initial cancellation with 48+ hours notice, the Client may use their retained deposit for service rescheduling, contingent upon Evie and Axel's schedule availability. Any rescheduled services shall comply with all provisions established within this agreement.

Thank you for your understanding

-Evie Elysian and Axel Meridius