

Clause 13: Service Cancellation and Payment Terms

13.1 Client-Initiated Cancellation Notice The Client must provide written cancellation notice to Evie a minimum of 48 hours before the scheduled service date. Insufficient advance notice will result in forfeiture of all payments previously remitted by the Client.

13.2 Short-Notice Cancellations and Tour Booking Terms Cancellations made within 24 hours of the scheduled service date will result in the retention of all deposits, which cannot be transferred to future bookings. For tour bookings specifically, deposits are non-refundable; however, Evie is pleased to accommodate rescheduling requests when advance notice is provided, subject to time constraints and availability. The Client acknowledges that Evie structures her professional schedule around confirmed appointments, and these policies exist to maintain operational efficiency and fairness to all clients.

13.3 Pre-Payment and Non-Refundable Terms When the Client has remitted a deposit or full payment in advance and subsequently cancels the service agreement without arranging an alternative date, no monetary refunds shall be provided. The Client expressly understands that this provision exists to offset the preparation time, allocated resources, and professional commitment invested by Evie in anticipation of the contracted services.

13.4 Provider-Initiated Cancellation In the event that Evie cancels a confirmed booking, any deposit or payment previously remitted by the Client will be retained and may be applied toward a future booking on a date mutually suitable for all parties involved. The Client acknowledges that such retained payments shall remain valid for future service arrangements under the terms and conditions established within this agreement.

13.5 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. In such instances, even if rescheduling is requested, Evie shall be discharged from any continuing obligations under this service agreement.

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

13.7 Service Rescheduling Provisions Following an initial cancellation, the Client may petition for service rescheduling under extenuating circumstances, contingent upon Evie's schedule availability and professional judgment. Notwithstanding any rescheduling arrangements, the non-refundable payment terms remain in full effect, and any rescheduled services shall comply with all provisions established within this agreement.

Thanks for your understanding!

Evie Elysian