

BookUrVibe Refund & Cancellation Policy

This Refund & Cancellation Policy applies to all bookings made through **BookUrVibe (BUV)**. By using our platform, customers and vendors agree to comply with this policy.

BookUrVibe reserves the right to update this policy at any time. Any changes will be published on our website or application.

Part A – Customer Cancellation & Refund Policy

1. Cancelling a Booking

Customers may cancel a booking through the BookUrVibe platform before the scheduled service.

Refund eligibility depends on:

- The time of cancellation.
 - The vendor's cancellation terms.
 - The type of service booked.
 - Whether the vendor has already started preparing for or delivering the service.
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2. Customer Cancellation Before Service Begins

If a customer cancels before the service starts, the refund amount may vary depending on when the cancellation is made.

BookUrVibe may deduct applicable platform or payment processing charges where permitted.

3. Cancellation After Service Has Started

Once the vendor has started providing the service, customers are generally **not eligible for a refund**, unless:

- The vendor fails to deliver the agreed service.
 - The service significantly differs from the confirmed booking.
 - A refund is approved after review by BookUrVibe.
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4. Vendor No-Show

If a vendor:

- Does not arrive,
- Cancels without a valid reason, or
- Fails to provide the booked service,

the customer may be eligible for:

- A full refund (where applicable), or
 - A rescheduled booking, depending on the circumstances.
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5. Refund Processing

Approved refunds will be processed to the original payment method.

Refund processing times depend on the payment provider or bank and may take several business days.

6. Non-Refundable Situations

Refunds may not be available if:

- Incorrect booking details were provided by the customer.
 - The customer was unavailable at the scheduled time.
 - The customer refused the service without a valid reason.
 - The cancellation falls outside the applicable refund conditions.
 - The service was successfully completed.
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7. Customer Misuse

Customers must not repeatedly:

- Make fake bookings.
- Cancel bookings without genuine reasons.
- Abuse refund requests.
- Misuse promotional offers.

BookUrVibe may suspend or permanently terminate accounts involved in such misuse.

Part B – Vendor Cancellation Policy

8. Vendor Responsibility

Vendors are expected to:

- Honour confirmed bookings.
 - Arrive on time.
 - Deliver services professionally.
 - Inform customers promptly if they cannot attend.
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9. Vendor Cancellation

If a vendor must cancel a booking, they should do so as early as possible through the BookUrVibe platform.

Repeated or unjustified cancellations may result in:

- Account warnings.
 - Reduced visibility in search results.
 - Temporary suspension.
 - Permanent removal from the platform.
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10. Vendor No-Show

A vendor who fails to attend a confirmed booking without a valid reason may be subject to platform action, including:

- Cancellation of the booking.
 - Customer compensation where applicable.
 - Platform penalties.
 - Account suspension or termination.
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11. Service Quality Issues

If a customer reports that the agreed service was not delivered or was significantly different from the booking, BookUrVibe may investigate the matter.

Depending on the findings, BookUrVibe may:

- Issue a refund to the customer.
- Require corrective action by the vendor.
- Restrict or suspend the vendor's account.
- Remove the vendor from the platform for repeated violations.

12. Emergency Cancellations

BookUrVibe understands that emergencies can occur.

Valid reasons may include:

- Medical emergencies.
- Natural disasters.
- Government restrictions.
- Serious accidents.
- Other unavoidable circumstances.

BookUrVibe may review such cases individually and determine the appropriate outcome.

13. Dispute Resolution

If a dispute arises between a customer and a vendor regarding a cancellation or refund, BookUrVibe may review available information, including:

- Booking records.
- Messages exchanged through the platform.
- Photos or supporting documents.
- Statements from both parties.

BookUrVibe's decision regarding platform-related refunds or account actions will be final, subject to applicable law.

14. Fraud Prevention

BookUrVibe reserves the right to:

- Reject suspicious refund requests.
 - Cancel fraudulent bookings.
 - Investigate misuse of the platform.
 - Suspend accounts involved in fraudulent activities.
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15. Contact Us

For questions regarding cancellations or refunds, please contact:

BookUrVibe Support

Email: support@bookurvibe.com

Website: www.bookurvibe.com

By making or accepting bookings through BookUrVibe, both customers and vendors acknowledge that they have read, understood, and agreed to this Refund & Cancellation Policy.