

Deposits and Cancellation Policy

1. Cancellation by client

1.1 Tour bookings

1.1 (a) Any moneys paid toward the booking by the client prior to the date and time of the booking are non-refundable.

1.1 (b) Deposits can be transferred to an alternate booking time on the SAME tour providing there is space available.

1.1 (c) Any non-refundable transport or accomodation costs incurred as a direct result of the booking will not be refundable

1.2 All other bookings:

1.2 (a) If notice of cancellation is given forty-eight (48) hours prior to the start time of the booking any moneys paid toward the booking by the client may be transferred to a new booking within thirty (30) days of the original booking time, subject to Jenna Love's availability.

NOTE: If this alternate booking is cancelled by the client, all moneys paid toward the booking will be forfeited by the client, and a new deposit will be required to be paid in order to secure any future bookings.

1.2 (b) In the event that less than forty-eight (48) hours notice of cancellation is given, any moneys paid toward the booking by the client will be non-refundable.

2. Cancellation by Jenna Love

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2 (a) If cancellation is due to Jenna being ill or unable to make the appointment any amount paid toward the booking will be refunded in full within 48 hours of the cancellation using Beem It or direct deposit. This will require the client to provide their Beem It handle or direct deposit details.

2 (b) If cancellation is due to the client displaying unsafe behaviour (intimidation, manipulation, requesting unsafe/illegal services), the deposit (and any moneys paid toward the booking) will not be refunded.

3. Force Majeure

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If neither party is able to attend the booking due to an extraordinary and unexpected event or circumstance beyond their control such as war, strike, riot, epidemic, sudden law changes, a negotiation will take place to reach one of the solutions below which is satisfactory to both parties:

- A refund of monies paid
- Monies paid put towards an unspecified future booking
- Monies paid transferred to a specific future booking or other service