

## **Cancellation and Rescheduling Policy**

We understand that schedules can change, and we strive to provide flexibility while maintaining fairness for all clients. Please review our cancellation and rescheduling policy below:

### **1. Cancellation Policy:**

- Clients may cancel their booking up to **12 hours before the session start time** without incurring any charges.
- Cancellations made **less than 12 hours before the session start time** will incur a **\$25 cancellation fee**.

### **2. Rescheduling Policy:**

- Clients may reschedule their booking up to **12 hours before the session start time** without penalty.
- Rescheduling requests made less than 12 hours before the session will not be accommodated, and the session will be treated as a late cancellation subject to the \$25 fee.

### **3. Booking Policy:**

- Bookings must be made at least **24 hours before the session start time** to ensure availability and proper preparation.

We appreciate your understanding and cooperation in adhering to these guidelines. If you have any questions or need assistance, please don't hesitate to contact us.

## **Payment Processing and Project Delivery Times**

At checkout, please be aware that payments made through our Payments account undergo a processing period, which typically takes between 2 - 5 business days to complete. During this time, payments move through multiple stages:

**Processing Payment** – This step begins immediately, with funds moving from your account to our Payments account. The process typically takes between 2 - 5 business days, depending on your payment method.

**Scheduled Payout** – Once the processing period is complete, the payment is added to our next scheduled daily, weekly, or monthly payout.

**Sent Payout** – After being sent, the funds should arrive in our account within 3 - 5 business days, although factors such as bank holidays or currency type may impact the arrival date.

**Please note: Services or product delivery will commence only once the payment has been fully processed. For time-sensitive projects, we recommend initiating payment at least 2 - 5 business days in advance of your project deadline to avoid any delays.**

Thank you for your understanding, and we apologize for any inconvenience this may cause. If you have questions or concerns about the payment processing times, please feel free to reach out to us at [support@ayscsvsupport.com](mailto:support@ayscsvsupport.com).