



# RESCHEDULING POLICY

Please note that cancellations of bookings are not permitted. Instead, we offer a rescheduling policy based on the timeline prior to your originally booked slot. Details are provided below. Thank you for your understanding and cooperation.

| Booking Type    | No. of days before slot?             | What am I allowed? | Credits to my E-Wallet?                     |
|-----------------|--------------------------------------|--------------------|---|
| PUBLIC BOOKING  | More than 1 day before booking date  | Full Reschedule    | 100% credits to E-Wallet (30 days validity) |
|                 | Day before booking date              | Late Cancel        | 50% credits to E-Wallet (30 days validity)  |
|                 | Day of booking date                  | Not Allowed        | 0%  |
| PRIVATE BOOKING | More than 7 days before booking date | Full Reschedule    | 100% credits to E-Wallet (30 days validity) |
|                 | Within 7 Days before booking date    | Late Cancel        | 50% credits to E-Wallet (30 days validity)  |
|                 | Day of booking date                  | Not Allowed        | 0%  |