CIRCL APP – CANCELLATION AND REFUND POLICY

This policy sets out the basis on which appointments and Subscriptions may be cancelled and refunded.

customers and service providers should ensure they have read and understood this policy before proceeding to use the App in any way. By using the App, customers and service providers agree to be bound by the terms of this policy. customers and service providers do not agree to this policy then they must not use the App in any way.

1. **CUSTOMERS CANCELLATION AND REFUNDS - APPOINTMENTS**

1.1 A User may cancel an appointment via the App and receive a full or partial or No refund as set out in the table below:

Timing of cancellation	Amount of refund (subject to clause 1.2 below)
24 hours before the appointment	100%
Between 24 hours and 6 hours before the appointment time	50% refund
Within 6 hours of the appointment time	No refund
Non-attendance at the appointment	No refund

1.2 [In all cases subject to a deduction of (….%) of the booking fee being the Circl commission fee and the digital wallet fee

1.3 Any refund will be paid to the card or online payment account through which the payment for the appointment was made.

2. **USER CANCELLATION AND REFUNDS - SUBSCRIPTIONS**

2.1 The service provider may set a monthly, quarterly or annual Subscription price and such Subscriptions will auto-renew a monthly, quarterly or annually until the user cancels the Subscription.

2.2 The user will pay in full and upfront for each month, three-month or twelve-month term depending on whether the user chooses a monthly, quarterly or annual Subscription. The user payment will be held in the Circl Wallet and the Freelancer will be paid from the Circl Wallet in monthly instalments.

2.3 A user may cancel their Monthly Subscription with a Freelancer in their Favourite section and simply turn off their subscription. The user will have access to the Subscription for the remainder of the month in which the user cancelled the Subscription.

3. **SERVICE PROVIDERS CANCELLATION – APPOINTMENTS**

3.1 If any service provider cancels an appointment at any time or does not show up to the appointment, then the User will receive a full refund of the booking fee and the service provider will be required to pay Circl the following:

3.1.1 the digital wallet fee of (….%)

3.1.2 Fixed cancellation charge of […..]

3.2 Circl application Company (Circl) may at any time set off any liability of any Freelancer to Circl application Company (Circl) (e.g. the amounts under clause 3.1) against any liability of Circl application Company (Circl) to any service provider (e.g. future appointment or Subscription fees), whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under the Freelancer Terms and this policy. If the liabilities to be set off are expressed in different currencies, Circl application Company (Circl) may convert either liability at a market rate of exchange for the purpose of set-off. Any exercise by Circl application Company (Circl) of its rights under this clause shall not limit or affect any other rights or remedies available to it under service provider Terms and this policy or otherwise.

4. SERVICE PROVIDERS CANCELLATION - SUBSCRIPTIONS

4.1 If a service provider cancels the quarterly or annual Subscriptions it provides, then the relevant users will be refunded the full amount of the quarterly or annual subscription fees which remain in the Circl Wallet at the end of the month in which cancellation occurred. The user will have access to the Subscription for the remainder of the month in which the service provider cancelled the Subscription.