Booking Policy for ZaZu Tax & Business Services, LLC

Effective 1/1/2025

1. Appointment Requests

• All appointment requests, for **in-person** or **virtual** sessions, must be submitted at least **72 hours** or **48 hours** in advance, respectively.

• Submitting a request does not guarantee an appointment. All requests will be reviewed, and you will receive confirmation via **email, text or phone call** within **24 hours** of the appointment request.

2. Confirmation

• Once your request is reviewed, you will receive one of the following responses:

• **Accepted**: Your appointment is confirmed for the requested date and time.

• **Proposed New Time**: If your requested time is unavailable, an alternative time will be suggested.

• **Unavailable**: If we are unable to accommodate your request, you will be notified.

3. Payments

• For both **virtual** and **in-person appointments**, payment is due once the scope of the service has been finalized, the total amount agreed upon, and the client confirms they would like to proceed with the service.

• As we are primarily a virtual business, **booking fees** may be required for in-person appointments to cover preparation and ensure commitment. This fee will be charged once the appointment is confirmed and must be paid to secure your slot. Refunds for booking

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fees are available for timely cancellations (see below). If services are rendered, this fee will be applied to your balance as a deposit.

4. Cancellation and Rescheduling

• Cancellations or rescheduling must be made at least **24 hours** before your confirmed appointment.

• Refunds for booking fees will only be issued for timely cancellations made within this timeframe.

• Late cancellations or no-shows may result in a **$25** cancellation fee for in-person appointments. This would equate to forfeiture of your booking fee, if one was paid.

5. In-Person Appointments

• Please arrive at the specified location on time.

• If you are running late, please notify us via text or phone call. Appointments may be shortened to accommodate the schedule for late arrivals.

6. Virtual Appointments

• Ensure you have a stable internet connection and access to the necessary platform or tools (e.g., Zoom, Google Meet, Teams).

• Virtual sessions will begin promptly at the scheduled time. Late arrivals may result in a shorter session.

7. Refund Policy

• Refunds for **booking fees** are available if cancellations are made within the stated timeframe.

• Payments for completed services are **non-refundable**. However, exceptions may be made in extraordinary circumstances at the business's sole discretion.

8. Policy Updates

• This booking policy is subject to change. Clients will be notified of updates via email or on our website.

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