

Booking Terms & Conditions

These Booking Terms & Conditions apply to appointments booked with **Louise Bowler Business Support by SmartPA** through our website, Microsoft Bookings or directly with us.

Please read these terms carefully before making a booking.

Appointment Types

Discovery Call

A Discovery Call is a complimentary introductory meeting designed to discuss your business, understand your requirements and explore how Louise Bowler Business Support by SmartPA may be able to support you.

Booking a Discovery Call does not create a contractual relationship and does not place you under any obligation to purchase our services.

Power Hour

A Power Hour is a one-hour business consultancy session designed to provide practical advice, guidance and recommendations tailored to your business.

The current fee for a Power Hour is **£120.00**.

Payment must be made in full before the appointment unless otherwise agreed in writing.

Where applicable, following the session you may receive a summary of recommendations and suggested next steps.

Booking a Power Hour does not commit either party to ongoing support or future services.

Booking and Payment

Appointments may be booked through our website, Microsoft Bookings or directly with Louise Bowler Business Support by SmartPA.

Where payment is required at the time of booking, your appointment will not be considered confirmed until the required payment has been successfully received.

Once your booking has been confirmed, you will receive confirmation containing the date, time and relevant details of your appointment.

Please ensure that the contact information you provide is accurate so that we can contact you regarding your booking if necessary.

Rescheduling and Cancellation

If you need to cancel or reschedule your appointment, please provide at least **24 hours' notice** wherever possible.

Discovery Calls

Discovery Calls may be cancelled or rescheduled free of charge.

Power Hours

If at least **24 hours' notice** is provided, your Power Hour may be rescheduled to an alternative date or a full refund will be provided if payment has already been made.

Cancellations made with less than 24 hours' notice, or failure to attend the appointment without prior notice, may not be eligible for a refund.

Where exceptional circumstances apply, please contact us and these will be considered on an individual basis.

Appointment Confirmation

Once your booking has been made, you will receive a confirmation email containing the date, time and details of your appointment.

Please ensure the contact information you provide is accurate so that we can contact you if necessary.

Meeting Format

Appointments will normally take place via **Microsoft Teams**, telephone or another method agreed in advance.

Joining instructions or other relevant appointment information will be provided as part of your booking confirmation.

Late Arrival

If you are running late, please let us know as soon as possible.

If you arrive more than **15 minutes** after the scheduled start time, we may need to shorten or reschedule your appointment to avoid impacting other bookings.

Where a Power Hour starts late due to the client's late arrival, we cannot guarantee that the full one-hour session can be extended beyond the original scheduled finish time.

Confidentiality

Information shared during your appointment will be treated as confidential, subject to any legal or regulatory obligations that require disclosure.

Personal information will be handled in accordance with our Privacy Policy.

Personal Information

The personal information you provide when making a booking will be used to:

- Manage and administer your appointment
- Process payment where applicable
- Communicate with you regarding your booking
- Provide the service you have booked
- Discuss our services with you where appropriate

For further information about how we collect, use, store and protect your personal information, please refer to our **Privacy Policy**.

Changes or Cancellations by Us

In exceptional circumstances, we may need to cancel or rearrange an appointment.

If this happens, we will contact you as soon as reasonably possible to arrange an alternative date and time.

If we cancel a paid Power Hour and a suitable alternative cannot be agreed, any payment made for that appointment will be refunded in full.

Website and Third-Party Booking Systems

Our website and booking services may use third-party platforms to process appointments, communications or payments.

Use of these platforms may also be subject to the relevant provider's terms and privacy policies.

Louise Bowler Business Support by SmartPA is not responsible for temporary interruptions or technical issues affecting third-party booking or payment platforms that are outside our reasonable control.

Acceptance of These Terms

By booking an appointment through our website, Microsoft Bookings or directly with us, you confirm that you have read and agree to these Booking Terms & Conditions.

Contact

If you have any questions regarding your booking, please contact:

Louise Bowler Business Support by SmartPA

Email: louise.bowler@smartpasupport.com

Website: www.louisebowler.com