

## CIRCL APP – CANCELLATION AND REFUND POLICY

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

Users 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, users and Service providers agree to be bound by the terms of this policy. If users and Service providers do not agree to this policy then they must not use the App in any way.

### 1. USER CANCELLATION AND REFUNDS – APPOINTMENTS

1.1 A User pays in full at the time of checkout. The User will receive a full refund if:

The service provider “Declines” the booking request.

The booking request is not acknowledged by the Service provider within 24hrs of sending the Booking request.

1.2 A User may cancel an appointment via the App and receive a full or partial refund as set out in the table below:

Timing of cancellation	Amount of refund (subject to clause 1.2 below)
More than 24 hours before the appointment	100% refund credited to in-app Circl Wallet
Between 24 hours and 6 hours before the appointment time	100% refund credited to in-app Circl Wallet
Within 6 hours of the appointment time	No refund
Non-attendance at the appointment	No refund

1.3 Any refund will be paid to the Users or Service providers Circl Wallet. A User can use the refund as Credit for future bookings. Service provider refunds will be added to their “Available Balance” which will be credited to their assigned bank accounts

### 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 Service provider will be paid from the Circl Wallet in monthly instalments.

2.3 A user may cancel their Monthly Subscription with a Service provider in their Favourite section by simply turning 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 PROVIDER 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 appointment fee

3.2 Nabras Software Company (Circl) may at any time set off any liability of any Service provider to Nabras Software Company (Circl) (e.g. the amounts under clause 3.1) against any liability of Nabras Software 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 Service provider Terms and this policy. If the liabilities to be set off are expressed in different currencies, Nabras Software Company (Circl) may convert either liability at a market rate of exchange for the purpose of set-off. Any exercise by Wellhello 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 PROVIDER 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.