

LaidiesAI Booking Policy

At LaidiesAI, we value your time and are committed to providing professional, reliable services. To ensure fairness and clarity for all clients, please review our booking policies below.

Growth Audit

Cancellations may be made up to **24 hours before** your scheduled consultation. Rescheduling is permitted up to **12 hours before** the consultation.

If you wish to request a reschedule within 12 hours of your appointment, please email care@laidies.co.uk. While we will do our best to accommodate you, rescheduling at short notice cannot be guaranteed.

Forfeiture Policy:

- Cancellations made **between 24 hours and 12 hours** before a session will incur a charge of **10% of the service price**.
 - Cancellations or reschedules made **less than 12 hours** before a session, as well as no-shows, will result in the **full-service price being forfeited**.
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Onboarding Call

The onboarding call is **free of charge** and available exclusively to clients who have completed a paid Growth Audit.

- You may cancel or reschedule the call up to **24 hours in advance**.
 - **Late cancellations, no-shows, or missing two sessions without notice** may affect your eligibility for future services.
 - Clients arriving more than **10 minutes late** may have their session shortened to respect other scheduled appointments.
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AI Tools (Services/products)

All AI tools and services provided by LaidiesAI are **digital products** and are delivered online. Once purchased, tools are **non-refundable** due to their digital nature, unless they are proven to be faulty or not as described, in line with UK Consumer Rights.

If you encounter any issues accessing or using your purchased tools, please contact us at care@laidies.co.uk and we will make every effort to resolve the issue promptly.