

# THE HOME NARRATIVE



## Frequently Asked Questions

### **1. I haven't received my booking details. When do I get them?**

Booking details are sent immediately! Remember, there is only one email address collected during the process, the one used for payment. Please make sure you check your email address associated with your PayPal payment. Booking details will not be sent to an alternative email address.

### **2. Can I talk about more than one space in the session?**

YES! We can discuss as many spaces in the 30 or 60 minute session as we can get to. There are no limits to the session! It is open time for you to ask any and all design related questions.

### **3. I need to reschedule my Coffee Chat, how do I do that?**

If you need to reschedule your appointment, please reach out by email using the address outlined on your booking confirmation. Our cancellation and rescheduling policy requires a minimum of 7 days notice. Short notice requests cannot be accommodated nor will they be refunded.

### **4. What time zone is your Coffee Chats in?**

All Coffee Chats are conducted in Eastern Standard Time (EST). The booking platform allows you to change the time zone if you are in a different zone. Please schedule your session according to your time zone.

### **5. Can I send you photos and drawings before the session for you to look at?**

All work and discussions are limited to in session only. The cost associated with the Coffee Chat service is limited to the session. If you would like documents to be reviewed prior to session, there is a flat rate charge of \$40 USD. One time submission of documents, minimum 2-days notice. Please email us directly for documents to be reviewed.

### **6. Is a Coffee Chat a video call or just normal phone call?**

A Coffee Chat session is a video call, conducted over Zoom. The Zoom platform is free for you to use. This way we can meet one another and I can see your space!

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### **7. Do I need to prepare anything for my Coffee Chat?**

We always recommend to have your questions written out prior to session in order of priority. This way you ensure your most critical pain points are addressed and you don't forget anything you may want to discuss. Always have your pen and paper ready to make notes!

### **8. Do you send a summary of the call?**

The 60 minute Coffee Chat service can be recorded if requested! The 30 minute session does not include a recording option. We encourage you to make notes throughout the call or take screenshots if you are on a mobile device.

### **9. Should I join by computer or on my phone?**

If you would like to show me around your space, joining by phone is the easiest way to show me around.

### **10. Help! You are completely booked and I need to make a decision asap! What do you recommend?**

Great news, you have two options! We now offer Emergency Design Consultations. They are available by request and are based on availability. You can see pricing on our online booking link. Please inquire through the "Contact Us" page on the website.

If your question is straight forward, please submit a Mini eDesign instead! This way we can get back to you in a few days. Submissions can be made on our website.

**REMEMBER! Please ensure you have a good internet connection. Poor internet connections can limit the sessions effectiveness.**

Chat soon!