

Mymayt Cancellation Policy

To respect both your time and the time reserved for your conversation, Mymayt has the following cancellation and rescheduling policy in place.

Cancellations & Rescheduling

Conversations may be cancelled or rescheduled with at least 12 hours notice prior to the scheduled booking time.

Cancellations made with at least 12 hours notice are eligible for a refund.

Cancellations made with less than 12 hours notice will result in the booking being forfeited and will not be refunded.

Missed Conversations

If contact cannot be established at the scheduled booking time, Mymayt will attempt to call twice within a short timeframe. If the conversation still cannot proceed, the booking will be considered missed and will not be refunded.

Late Arrivals

If you are running late, the conversation may still proceed where possible, however the original booking end time will generally remain unchanged.

Conversation Conduct

Mymayt reserves the right to end a conversation if behaviour becomes inappropriate, aggressive, sexually inappropriate, heavily intoxicated, repeatedly outside the intended scope of the service, or otherwise prevents the conversation from continuing appropriately. Conversations ended under these circumstances will not be refunded.

Emergencies & Exceptional Circumstances

Mymayt understands unexpected situations can arise. Due to time being reserved specifically for each booking, late cancellations and missed sessions are generally non-refundable. In rare situations, requests relating to exceptional circumstances may be considered at Mymayt's sole discretion.

Additional Information

Further information regarding service limitations, conduct expectations, privacy, and support services can be found throughout the website, including the Terms & Conditions, Disclaimer, Privacy Policy, and Additional Support pages.

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Contact

If you have questions regarding cancellations, rescheduling or this Cancellation Policy, you can contact Mymayt at:

hello@mymayt.com.au