

***Bean Around Town:  
Booking Terms & Conditions***



*I understand and agree with the following booking terms and conditions.*

### **Filling out the booking form correctly**

The person/s in charge of the booking form must fill it out correctly and complete the entire form carefully.

The details must be true and remain the same up until the booking session.

By signing the booking form, you agree to **all** our terms and understand that these terms apply to all bookings made with Bean Around Town.

### **Changes to bookings**

Any changes made to your booking must be sent through in writing 48 hours prior to the confirmed booking at the latest. Once details have been changed, the previous confirmation email is now voided automatically for it is untrue.

You will receive a new confirmation email outlining your updated details.

Any changes made within the 48 hour time slot will be affected by the non-refundable deposit of 25%.

Changes are inclusive of the following; any person/s detail, any change in booking day/time or count of person/s attending, change in session details or any other change in details.

### **Cancellations**

Any cancellations before 48 hours' notice are completely acceptable in which if any payment has already been made, will be fully refunded by Bean Around Town.

Cancellations are preferred to be made at least a week prior to the booking however we are aware that you cannot always do so and we will work best with the individual to our best capabilities.

### **Late arrivals**

Bean Around Town understands that you cannot always make it on time due to a number of reasons.

If you find yourself in a situation where you may be late, we ask that you call ahead and let the staff know you are running behind schedule.

In the event of you being late without contacting Bean Around Town directly, we will give you a 30 minute buffer gap.

Anything past 30 minutes of being late will be taken as part of your session.

### **Late cancellations & missed bookings**

Any late cancellations (within the 48 hour period prior to confirmed booking) or any no show/missed bookings will lose their non-refundable booking deposit.

### **Booking process and procedure**

Booking a session with Bean Around Town must follow the procedure ending in the result of a sent confirmation email from Bean Around Town, outlining the full details of the upcoming booking.

When reaching out to Bean Around Town to book in a training session, you will be sent a booking form to fill out with all the required details for the session.

Only once you have received a **confirmation** email with the details of the booking, it is then confirmed.

This confirmation email will also have Bean Around Towns account number and BSB number in which a 25% deposit will be payable to secure your booking.

If the booking form has not been filled out correctly you will not receive a confirmation email until all details have been filled out. Directly after the session is complete, the remaining balance for the training session is payable.

### **Payments**

Upon completion of booking, full payment is owed to Bean Around Town.

If you have an account with Bean Around Town, you will need to pay via your account terms.

If you are unaware of what your account terms are, Bean Around Town staff members can kindly assist you with your terms.

You will receive a detailed invoice outlining the amount already paid and owed.

If you do not have an account with Bean Around Town, we will create a Prepaid invoice for you which will need to be paid immediately after booking has been completed on the day.

### **Behavior**

As per Bean Around Towns '*Bullying and Harassment Policy*' we do not accept any form of bullying or harassment and if in the case we are faced with any poor behavior, it will be treated separately and documented.

Bean Around Town does not accept poor language and we take pride in maintaining a safe and comfortable environment for all.

If poor behavior is shown during any booking, Bean Around Town staff have the ability to end the booking at any given time.

Bean Around Town practice respecting all around and encourage all patrons to follow our examples.



### **Photography**

Bean Around Town agrees to only take photography if consent is given.

If consent is given, you agree to the possibilities of being posted upon social media.

Bean Around Town uses photography to promote our training facilities, skills and to promote educating the community.

This may include any form of photos, videos, reels etc.

If you do not consent to Bean Around Town taking photographs, we will not use any form of photography during our session.

### **Incursion expectations**

Please read and understand the below expectations when Bean Around Town conduct an incursion on their premises.

- You arrive on time to your booking prepared and ready to go from the booked session time (we recommend arriving 15 minutes early to be prepared).

- You have organised transportation to and from the premises.

- You are aware it is a workplace and there will be employees and possibly customers in the same building at the time of the session.

### **Excursion expectations**

Please read and understand the below expectations when Bean Around Town has booked in to come to you for an excursion.

- You have organised all perishables to use in the training.

- You have organised machinery to use for the training.

- You have organised a space in which the group/s can train in a quiet manner.

- You have organised with the trainer on a planned session and have outlined your expectations from the session.

### **Contact Information**

If you are needing any further assistance, please do not hesitate to contact our team with the following details.

**W:** [www.beanaroundtown.com.au](http://www.beanaroundtown.com.au)

**E:** [orders@beanaroundtown.com.au](mailto:orders@beanaroundtown.com.au)

**M:** 0455 065 029

**Open:** Mon – Fri | 8:00am – 4:00pm