

# Booking Policy

**Effective date:** 24.06.2026

**Last updated:** 01.07.2026

By booking a consultation with Badr Solutions, you confirm that you have read, understood, and agreed to this Booking Policy.

## 1. Booking Confirmation

A booking is confirmed once the booking process has been completed, any required payment has been received, and a confirmation email has been issued.

Clients are responsible for checking the selected service, appointment date, time, time zone, meeting link, and contact details.

## 2. Complimentary Discovery Calls

Complimentary 15-minute discovery calls are intended to understand the prospective client's priorities, explore potential areas of support, and determine whether Badr Solutions is the right fit.

They do not include detailed consulting advice, research, document review, analysis, written recommendations, or deliverables.

Complimentary calls may be rescheduled with at least **48 hours' notice**, subject to availability. Participants who fail to join within **5 minutes** of the scheduled start time will be considered a no-show, and the call will not be rescheduled.

## 3. Paid Consultations

Paid consultations must be paid in full at the time of booking unless otherwise agreed in writing.

The consultation covers only the service, duration, and subject selected during booking. Additional research, analysis, reports, document review, implementation support, follow-up meetings, or other deliverables will be scoped and charged separately.

## 4. Rescheduling Paid Consultations

Paid consultations may be rescheduled with at least **48 hours' notice**, subject to availability.

Where the required notice is provided, the amount paid will be retained as **booking credit** and may be applied to an eligible replacement consultation.

The booking credit must be claimed and used within **three months of the original appointment date**.

Booking credit:

- may be used once;
- is available only to the original client;
- may not be transferred, sold, or exchanged for cash;
- cannot be redeemed for a refund; and
- expires automatically if not used within the three-month validity period.

Where the replacement service costs more than the original booking, the price difference must be paid before confirmation.

## 5. Cancellations

Except where otherwise required by applicable law, all payments are non-refundable.

A paid consultation cancelled with at least **48 hours' notice** may qualify for booking credit in accordance with this policy.

Cancellations or rescheduling requests made less than 48 hours before the scheduled start time are not eligible for a refund, booking credit, transfer, or rescheduling.

## 6. Late Attendance and No-Shows

Clients are expected to join at the scheduled start time.

A client who does not join within **5 minutes** will be considered a no-show.

No-shows are not eligible for:

- a refund;
- booking credit;
- transfer; or
- rescheduling.

Clients who join within the five-minute grace period will receive only the remaining consultation time. The session will end at the originally scheduled time.

## 7. Changes by Badr Solutions

If Badr Solutions is unable to attend a scheduled consultation, the client will be offered a replacement appointment at no additional cost.

The replacement consultation will include an additional **10 minutes** in recognition of the inconvenience.

Where a replacement cannot reasonably be arranged, Badr Solutions may provide booking credit, a refund, or another remedy required by applicable law.

## 8. Technical Requirements

Online consultations will be conducted through the platform stated in the confirmation email.

Clients are responsible for ensuring that they have:

- access to the meeting link;
- a stable internet connection;
- suitable audio and video equipment; and
- an appropriate environment for the consultation.

Technical issues on the client's side do not automatically qualify the booking for a refund, booking credit, or rescheduling.

Where a material technical failure is caused by Badr Solutions and prevents the consultation from proceeding, a replacement appointment will be arranged.

## 9. Confidentiality

Information shared during a consultation will be handled with professional discretion.

Clients should not disclose confidential, proprietary, privileged, or commercially sensitive information unless appropriate safeguards have been agreed.

A **Mutual Non-Disclosure Agreement** may be arranged in advance upon request.

## 10. Recording

Calls and consultations may be recorded only after participants have been informed and have provided prior consent.

Where consent is not provided, the call will not be recorded.

## **11. Scope of Advice**

Advice is based on the information available during the consultation.

Unless expressly agreed in writing, consultations do not constitute legal, tax, financial, investment, regulatory, medical, immigration, or other licensed professional advice.

Clients remain responsible for all decisions and actions taken following the consultation.

## **12. Additional Services**

Any work requested beyond the booked consultation, including research, analysis, reports, proposals, implementation support, or additional advisory, will be subject to a separate scope, timeline, and fee.

## **13. Mandatory Rights**

Nothing in this Booking Policy limits or excludes any right or remedy that cannot lawfully be excluded under applicable law.

## **14. Contact**

For booking changes or enquiries, please contact:

**Badr Solutions DWC-LLC**

Email: [contact@badrsolutions.com](mailto:contact@badrsolutions.com)

Telephone: **+971 50 370 4828**