1. **Cancellation Policy:**
   - Users can cancel bookings with the following conditions:
     - Cancelation before the start time:
       - 60% refund if cancelled after 30 minutes but before the start time.
     - No refunds will be provided after the 30 minutes before start time of the booking.
2. **Payment:**
   - All payments for bookings must be made online through the designated payment gateway(s) provided on the platform.
3. **Booking Extension:**
   - Any request for extending the booking duration is subject to staff approval.
   - Extensions are provided based on availability and the situation at hand.
   - Users must seek staff approval before the booking end time.
4. **Refund Processing:**
   - Refunds will be credited back to the original payment method used during booking.
5. **No-show Policy:**
   - Failure to show up for the booking without prior cancellation will result in the forfeiture of the entire booking amount.
6. **Staff Discretion:**
   - The platform reserves the right to make decisions regarding cancellations, extensions, refunds, and any disputes.
7. **User Agreement:**
   - Users must agree to these terms and conditions before confirming a booking.
8. **Communication Channel:**
   - Users must contact the platform's designated support or helpline for any queries, cancellations, or requests.