**FAQ**

**1 Which locations does Genus currently Serve?**

Genus currently serves operates in the following UK Cities: Birmingham, Coventry, London, Liverpool, Manchester and Newcastle.

If we currently do not serve your locations, please subscribe to our Newsletter to be kept informed of our expansion into Home Counties and other UK Cities.

**2 How do I make an Appointment?**

Start by finding a Genus PRO in your local area, click on “Book” and pick the service you are interested in. Select your preferred Appointment time from available time, Click the deposit payment options available to complete your booking.

Once a booking is complete, an initial confirmation email is sent to you, followed by another confirmation email from our Genus PRO.

**3 Am a PRO, how do I claim my Business on Genus?**

If your Business is already listed on our platform, click on the “Claim Business” link, follow details on the page including registering your account and completing all necessary details. Our team will review your details and you are on your way to being a Genus PRO

**4 How do I add my Business to the Genus Platform?**

You can add a new business by clicking on the “**ADD YOUR BUSINESS**” button on the Homepage. Alternatively, you can use the “**Create an Account**” Link on the Homepage to add your Business or use the **Contact US** page and one of our advisors would contact you directly

What is Genus?

What is the Genus Search?

**USERS**

Book a Pro: How does Genus Work?

Can I make payments Online?

Are my payment details Secure?

What are the payment methods accepted?

I am in need of help, who do I contact?

What is the Cancellation Policy?

I can no longer make an Appointment?

Do I need to sign up to use Genus?

What Cities can I find Genus Pro?

**SERVICE PRO**

How do I get started on Genus?

My Business is on Genus, how do I claim my account?

My Business is NOT on Genus, how do I add my Business?

Can I accept Payments Online?

What is my Client Base?

Can I manually add Bookings?

Can I set specific schedule for my Services?

Can Genus set up my profile for me?

Can I add all my staff and their Services to Genus?

Is there a Setup Fee?

Is my Data secure?

Genus is currently not in my City, what should I do?

How to Contact Genus Admin