



avaana

# Australia's most dynamic marketplace for health, fitness and wellbeing.

Practitioner Welcome Pack

May 2017





# Getting Started with Avaana

## Introduction to Your Business Dashboard and Avaana Calendar

### The Business Dashboard

#### Sign In

You can sign In to your account by clicking Sign In which appears in the top right hand corner of the Platform's header. Login using your email and password (as set by you the first time you logged in).

Once logged in, click Business Dashboard to be redirected to the landing page of your Business Dashboard.

#### Edit Account Details

By clicking Edit Account Details on the bottom left panel of the landing page of your Business Dashboard, you will be able to edit details of your account with Avaana and also the information displayed on your Business Dashboard.

Upon clicking Edit Account Details, click Edit to the right of Section 1 to Section 4 to amend the relevant information about your business contained in each of those Sections. Remember to click Save & Continue at the bottom of a Section to save changes made to that Section. Avaana reserves the right to make any additional changes to ensure your amendments comply with our Provider Terms and Conditions.

#### Your Calendars

On the top menu bar of the Business Dashboard, you should be able to view a separate calendar for each of your Practitioners. You should also have an "All Practitioners" calendar which provides a combined calendar for all of your practitioners. If you operate from multiple locations, you should be able to view a calendar for each of your practitioners at each location.

#### Cliniko

For Cliniko users who have provided their Cliniko API key to Avaana, your Avaana Calendar should be set up to automatically sync your time & date availability with your Cliniko calendar. One thing to keep in mind is that this is a one-way sync, so if you make updates to your Cliniko schedule, those updates will be pushed to Avaana Calendar. However, if you make updates to your schedule on Avaana Calendar or receive an appointment booking through Avaana, they won't be pushed back to Cliniko (in the case of an Appointment booked through Avaana, you will be notified by email).

### Using Avaana Calendar

#### New Appointments and updating appointments (booked outside of Avaana)

To create a New Appointment in your Avaana Calendar, click an available slot in your calendar or click New Appointment in the top right hand corner of your calendar.

A New Appointment popup will appear, which will prompt you to include the Service Name, the Practitioner performing the Service, the Start Time, the End Time and Client Name in respect of the appointment. All other details in the New Appointment pop-up are optional.

If the New Appointment is a Repeat Appointment, select Repeat Appointment and follow the prompts.

To update any of the details associated with an appointment created in your calendar, click the green appointment you wish to update and update the details accordingly.

#### New Appointments (booked through Avaana)

New Appointments booked through Avaana will automatically create an appointment in your Avaana Calendar. In addition, you will receive an email notifying you of the New Appointment booked through Avaana.

You should not update, reschedule or cancel any appointment booked through Avaana. Rescheduling and cancellation of appointments booked through Avaana will be managed by Avaana on your behalf. See Pages 4 & 5 for further details.

#### Block Time

To Block Time in your Avaana Calendar, click Block Time in the top right hand corner of your calendar or click and hold your cursor across a section of the calendar.. As the name suggests, Clients will not be able to book appointment slots through Avaana which you have marked as Blocked Time in your Avaana Calendar.

Block Time is an easy way to manage your availability to accept appointments on Avaana, especially if you are not planning on using Avaana Calendar as your primary appointment calendar.

Make sure you block out any time in your calendar reserved for group classes or group sessions.



# The Business Dashboard

## Managing your avaana account and Provider Page

### Editing your Account Details

#### Section 1 - Key contact details

All of your existing contact information is set out in Section 1 - Key Contact Details.

#### Section 2 - Practitioner Information

All of your existing Practitioners will appear on the right hand side of Section 2 - Practitioner Information. Click See More to cycle through Practitioners (if applicable). Click Edit to edit a Practitioner in which case details of the Practitioner will appear on the left hand panel of Section 2. After editing the relevant details, click Add Practitioner to save your changes to the Practitioner's details. You can Add a new Practitioner at any time by completing the left hand panel of Section 2 and clicking Add Practitioner.

#### Section 3 - Business Information

All of the business information which comprises your Provider Page is set out in Section 3 - Business Information. Remember to click Save & Continue at the end of Section 3 to save your changes.

#### Business Profile

Your Business Profile can be amended by typing in the relevant text box which appears at the top of Section 3. Make sure you keep your profile short (max 400 characters) and that it accurately represents your business and wellness philosophy.

#### Business Logo

Your Business Logo can be replaced by clicking + Add Business Logo. Please limit the size of your Business Logo to 1 MB.

#### Business Hours

Your Business Hours set the outer limits of your time and date availability to accept appointments through Avaana. That is, empty appointment slots within your Business Hours will be automatically advertised to customers on Avaana. If you are happy to be flexible, keep longer Business Hours but use the Block Time function to block time within Business Hours to manage your availability to accept appointments.

#### Services

All of your existing Services will appear on the right hand side of Section 3 - Business Information. Click See More to cycle through your Services.

Click Edit to edit a Service in which case details of the Service will appear on the left hand panel of Section 3. You can include a discounted price for a Service by editing the details of that Service and including a Discounted Price. After editing the relevant details, click Add Service to save your changes to the Service.

You can Add a new service at any time by completing the left hand panel of Section 3 and clicking Add Service.

#### Business Photos

Add Business Photos by clicking + Add Business Photo. Please limit the size of each of your Business Photos to 2 MB.

#### Your Cancellation Policy

Your Cancellation Policy represents the number of hours notice you require from a Client in order to provide them with a full refund for their cancelled appointment. You may select 24, 48 or 72 hours prior to the time of an appointment as Your Cancellation Policy.

#### Lead Time

Lead Time represents the number of hours notice you require for an appointment booked through avaana. For example, if it is 12:00pm now and your Lead Time is set to 3 hours, then, subject to your availability, the earliest appointment slot that could be booked for one of your services through avaana would be 3:00pm.

#### Scheduling

Scheduling represents the number of months in advance in respect of which you wish to accept appointments through avaana.



# A few ground rules

The below summary of our Provider Terms and Conditions does not substitute for reading the full terms and conditions available through your Business Dashboard

## Key Terms and Conditions

### Introduction

This Summary of Provider Terms and Conditions (Summary) provides a brief summary of the Provider Terms and Conditions (accessible through your Business Dashboard). The Provider Terms and Conditions (and not this Summary) form a legally binding agreement between you and Avaana Pty Ltd (Avaana). Capitalised words and expressions in this Summary have the meaning given to them in clause 12 of the Terms.

### Agent for Bookings

Avaana shall act and is hereby appointed by you as the your agent to:

1. accept and conclude Bookings with Clients via the Platform;
2. manage cancellations of Appointments and assist with rescheduling of Appointments booked through the Platform; and
3. collect and process payments on your behalf in respect of Bookings made through the Platform and deduct our Fees and any Third Party Fees from such payments.

You are fully responsible and liable for the performance, provision or supply of your Provider Services to Clients and Avaana is in no way liable to Clients for the Provider Services they receive from you.

### Obligations to Avaana

You have a number of obligations to Avaana in return for receiving the Avaana Services. These are set out in detail in the Terms but some important ones are as follows:

1. You agree to pay all applicable Fees and Third Party Fees. Please note that GST will be applied to all Fees and Third Party Fees.
2. You agree not to solicit Clients to make Bookings otherwise than through the Platform.
3. You agree to process and supply the Provider Services to the highest industry standards
4. You must at all times provide the Provider Services on the Platform at the same prices you offer from your own business venue and on your own website.
5. You must ensure that you have all licenses, consents, authorities & insurance that are required for you to perform the Provider Services.

### Collection and invoicing

We will collect payments for Provider Services from Clients on your behalf and successful receipt of payment by us will discharge their debt to you. Avaana will use its best endeavours to issue Our Invoice to you on the 28th of each calendar month (the **Invoice Statement**) which will set out:

1. Any balance carried forward from the last Invoice Statement;
2. what Avaana owes you in respect of Bookings in the period since the last Invoice Statement, if any;
3. What you owe Avaana in respect of Fees and Third Party Fees in the period since the last Invoice Statement, such amounts to be deducted from any amount owed to you; and
4. the resulting account balance (the **Closing Balance**) payable either by Avaana to you or you to Avaana.

### Time and date availability

You are solely responsible for ensuring that the information on your Avaana Calendar and each of your Practitioner's Avaana Calendars regarding time and date availability to accept Appointments is kept up to date at all times so potential Clients are able to view accurate time and date availability at the time of making an Appointment. You acknowledge and agree that Avaana is a real-time appointment booking marketplace and that an Appointment is automatically confirmed at the time and date selected for the Appointment by the Client. You acknowledge that failure by you or any of your Practitioners to honour an Appointment at the time and date selected by the Client may result in the forfeiture by you of any Provider Fees due to you in connection with the Terms in respect of such Appointment.

### Cancellation of Appointments

A Client must be able to cancel (and receive a full refund) or reschedule an Appointment up until 24, 48 or 72 hours before the time of the Appointment (such timeframe to be selected by you via your Business Dashboard or in the absence of a selection, 48 hours) (**Cancellation Policy**).

Upon request, Avaana will offer and provide to a Client a refund for an Appointment which are cancelled by the Client (and unable to be rescheduled) in accordance with your Cancellation Policy.



# A few ground rules (Part 2)

The below summary of our Provider Terms and Conditions does not substitute for reading the full terms and conditions available through your Business Dashboard

## Key Terms and Conditions

### Rescheduling by Clients

If a Client wishes to change the date and/or time of an Appointment, you must use your best endeavours to offer the Client a suitable alternative booking time and/or date.

In the event that you are unable to fulfil an Appointment after a request by the Client to change the date and/or time of the Appointment, Avaana will treat the Appointment as cancelled by the Client and if cancelled in accordance with your Cancellation Policy, will refund the Client the amount paid by the Client in respect of the Appointment.

### Rescheduling by Providers

You may only reschedule an Appointment with a Client in exceptional circumstances (such circumstances to be reasonably determined by Avaana). If You wish to change the date and/or time of an Appointment in such exceptional circumstances, in the event that the Client is unable or unwilling to agree to such change, Avaana will treat the Appointment as cancelled by the Provider and will refund the Client the full value of the Appointment. However, Avaana will still require you to pay the applicable Fees and Third Party Fees that would have been due from you in respect of that Appointment. For the avoidance of doubt, the fact that you may having another appointment booked at the same time and date of the Appointment, does not constitute exceptional circumstances.

### Vouchers

If you sell group classes/sessions (for example, a yoga group class), multi appointment/session packs or products through Avaana, for the time being, those goods and services will be advertised for sale through our Platform by way of Voucher.

You are responsible for contacting a Client who purchases a Voucher for your Provider Services in order to organise the redemption of the Voucher.

A Voucher (and your associated obligation to perform the Provider Services or provide the goods or services the subject of the Voucher) expires at 5:00pm AEST on the date that is 12 months from the date of the Client's purchase of the Voucher.

### Interaction with Clients

You must keep all Client information (including the Client's personal information) confidential and only disclose Confidential Information the subject of a Booking to persons within your business who have a need to know such information.

The Provider acknowledges and agrees that the Provider may from time to time be subject to negative Client Reviews and/or feedback from consumers, which is outside of Avaana's control. For the avoidance of doubt, the Provider shall have no right to any remedy as a result of any Client Review naming or referring to the Provider. However, if the Provider, acting reasonably, feels that any Client Review is defamatory of the Provider or any person or in some other way is a violation of any person's legal rights, the Provider may report that Client Review to Avaana by email to [providers@avaana.com.au](mailto:providers@avaana.com.au).

### The Platform

The Platform and the Avaana Services are provided to you on an "as is," "as available" and "with all faults" basis and without warranties or representations of any kind either express or implied. To the fullest extent permitted by law, Avaana does not represent or warrant that the Platform or the products and/or services generally available through the Platform will be uninterrupted or error-free or defect-free or that errors or defects in the Platform will be corrected. Avaana does not represent or warrant to you that any electronic files available through the Platform will be free of Harmful Code or that your use of the Platform will achieve any particular results.

### Provider Content

You should only upload Provider Content (including) photographs to the Platform which have been taken at your own venue or which are of your Practitioners and should always ensure that you have the right to use any such photographs which are uploaded. You acknowledge and agree that upon uploading any Provider Content to the Platform, you hereby unconditionally and irrevocably grant to Avaana, a perpetual and non-exclusive licence to use, reproduce, communicate and make available to the public such Provider Content without any compensation to you.

