**Extension No.: E001**

**Extension Name:** Rewards points for Owner   
**Extension details:**

**Rewards/Loyalty**

In order to make it easier for the development team, end users, and for us to track the activities, our **proposal for Owner & Borrower profile** is as follows:

1. $1 = 1 point earned  
2. For each multiple of 500 points (no in between values), the profile earns 1% credit. In other words:

500 points = $5 credit  
1000 points = $10 credit  
1500 points = $15 credit  
2000 points = $20 credit

3. Max of 2000 points are allowed (we may change this cap, if we see folks spending more in a 12 month period).  
4. If user has reached the multiple of 500, he/she will be presented an option to use the credit and will be given a view that displays the net of credit, to show how much they saved.  
5. Points will expire after 12 months of inactivity. We would send reminders (2 reminders) in the last month to use the credit.  
6. If an owner is also a borrower, he/she would not be allowed to combine the points. In other words, the points will be captured per user profile type

**Proposal for sitter** remains same: after 50 days of sitting service, they will become part of PalCura VIP member, and get 1.5% discount for life (as long as they maintain the verified status)

**Extension No.: E002**

**Extension Name**: Booking cancellation and refunds

**Extension details:**

* There will be a Cancel button next to each upcoming bookings. Clicking on the same will ask for user confirmation and once confirmed booking will be cancelled and it will send a notification to respective user & admin as well.
* Cancel with full refund if the request is placed 24 hours before the service day
* Cancel with partial refund (6% less) if the request is placed within 24 hours.
* If point credits are used in the transaction which they want to cancel, then the points will be put back to the account.
* Service requester would typically request for cancellation; however, in some cases, based on interaction between service provider and requester, provider may cancel at the last second.
* Service requester: Cancellations done 24 hours prior would get a full refund along with any points that the service requester may have accumulated and used. However, if the cancellations are done within 24 hours, and the cancellation was done by requester, a partial refund (total refund less 6% of the total refund) will be credited back, along with any points that were used.
* Service Provider: If there are last second cancellations from service provider, then the requester will get a full refund and point’s credit back. Refunds associated with cancellations should be an automated process.
* Refunds for actual payment (other than points used) will need to be automatically added to user’s credit card which they have used while making payment. For the same on cancellation payment will be refunded as per PayPal’s available refund method and it will be deducted from the merchant account.

**Extension No.: E003  
Extension Name**: Coupon codes for owners **Extension details:**

Attached is the reference document for the same

We are assuming that in 1st phase coupon code will be shared with per owners only.

* Coupon code will be shared by admin from the backend where admin will have an option to select the multiple owners who have booked for 2nd service.
* Owners will receive email notification with coupon code added by admin in backend which further they will be able to use on partner’s websites
* Owners with every 2nd successful transactions/booking will be eligible to get the coupon codes