SPACEONCALL

Booking, Cancellation and Refund Policy

DRAFT - LAWYER REVIEW REQUIRED

BOOKING, CANCELLATION AND REFUND POLICY

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Version: pilot-2026-08-07-r2
Audience: Renters and hosts

This pilot template is not legal advice and is not an executed agreement. SpaceOnCall must obtain Singapore legal review before relying on it for a public launch.

BOOKING FORMATION

A request is not confirmed until required host and administrator approvals are complete, safety rules are accepted, payment is confirmed, and both parties confirm the deal on the platform.
Listing availability, permitted work, duration, price, deposit, cleaning fee, add-ons, and special requirements form the operational booking record.

CHANGES AND CANCELLATION

The listing-specific cancellation policy applies unless the parties record a lawful written variation before confirmation. Material changes to work type, duration, equipment, access, or risk must be resubmitted for approval before the changed activity begins.

REFUND REVIEW

Refund decisions should consider the listing policy, cancellation timing, documented site access, payment evidence, direct costs, and any safety or compliance suspension.
SpaceOnCall records the dispute and supporting evidence but does not make an automatic legal determination of liability during the pilot.