



VMENTORZ – User Cancellation, Rescheduling & No-Show Policy

Last updated: [January 29, 2026]

At VMENTORZ, we understand that mental and emotional needs can change. This policy explains how session cancellations, rescheduling, and no-shows are handled, while ensuring fairness to users, mentors, and the platform.

1. Prepaid Sessions & Reservation of Time

All sessions on VMENTORZ are **prepaid** and involve reserving a mentor's or practitioner's professional time exclusively for you. Once a session is booked, the selected time slot is blocked and cannot be offered to another user.

2. Cancellation by Users

2.1 Cancellation Timelines & Deductions

You may cancel a booked session at any time before it starts. The percentage of prepaid session value deducted depends on **when you cancel**, as outlined below.

All timelines are calculated from the scheduled start time of the session.

When you cancel	Percentage of session value deducted
Cancelled before 48 hours of the scheduled appointment	0% (No deduction)
Cancelled within 48 hours of the scheduled appointment	10%
Cancelled within 24 hours of the scheduled appointment	25%
Cancelled within 12 hours of the scheduled appointment	50%
Cancelled within 6 hours of the scheduled appointment	75%
Did not attend the session (No-Show)	100%

Any remaining prepaid value, after applicable deduction, will be automatically reflected in your VMENTORZ wallet balance and visible on your user dashboard, subject to standard system processing.

2.2 Late Cancellations

Cancellations made closer to the session time are treated as late cancellations, as the mentor's time has already been reserved and cannot reasonably be reassigned.

Users are encouraged to cancel or reschedule as early as possible if they are unable to attend.

3. Rescheduling of Sessions

3.1 Rescheduling Instead of Cancellation

VMENTORZ allows users to **reschedule a booked session instead of cancelling**, subject to the conditions below. Rescheduling is intended to provide flexibility while respecting the mentor's reserved time.

3.2 Rescheduling Timelines & Deductions

Users may reschedule a session once. The applicable deduction depends on **when the rescheduling request is made**, as outlined below.

All timelines are calculated from the originally scheduled start time of the session.

When you reschedule	Percentage of session value deducted
Rescheduled before 24 hours of the scheduled appointment	0% (No deduction)
Rescheduled within 24 hours of the scheduled appointment	10%



When you reschedule	Percentage of session value deducted
Rescheduled within 12 hours of the scheduled appointment	25%
Rescheduled within 6 hours of the scheduled appointment	50%
Rescheduled within 3 hours of the scheduled appointment	75%

Any remaining prepaid value, after applicable deduction, will be automatically reflected in your VMENTORZ wallet balance and visible on your user dashboard, subject to standard system processing.

3.3 Limit on Rescheduling

- A session may be **rescheduled only once**.
- Any further attempt to reschedule the same session may be treated as a **cancellation**, and **standard cancellation and no-show terms will apply**.
- Once a session has been rescheduled, **all subsequent cancellations or no-shows shall be governed by the regular Cancellation & No-Show Policy**, calculated from the rescheduled session time.

3.4 Availability & Alternative Options

Rescheduling is subject to mentor availability.

If the originally selected mentor is unavailable for alternative time slots, users may choose to:

- Reschedule the session with **another suitable mentor or practitioner**, as recommended by the Platform; or
- Proceed in accordance with the **Cancellation & No-Show Policy**.

VMENTORZ endeavours to provide reasonable alternatives to minimise disruption and support continuity of care.

3.5 Failure to Attend After Rescheduling

If a user reschedules a session and subsequently fails to attend the rescheduled session without prior cancellation, it will be treated as a **no-show**, and **100% of the session value will be deducted**, subject to exceptional appeal as outlined below.

4. No-Shows

If you do not attend a scheduled session and do not cancel in advance ("no-show"):

- The session is treated as completed
- **100% of the prepaid session value is deducted**

Exceptional No-Show Appeals

In rare cases involving genuine emergencies or unavoidable circumstances, users may raise an appeal with the **VMENTORZ Customer Experience Team** within **24 hours** of the missed session.

- Appeals are reviewed on a case-by-case basis
- Supporting information may be requested
- If approved, credits may be adjusted based on the outcome
- Approval is discretionary and **not guaranteed**

5. Mentor / Practitioner-Initiated Changes

5.1 Cancellation by Mentors / Practitioners

If a mentor or practitioner cancels a confirmed session:

- Users will **not be charged**



- Any prepaid session value will be **fully re-credited** to the user's VMENTORZ wallet
- Users may reschedule the session or book with another available mentor or practitioner

VMENTORZ understands that such cancellations may be inconvenient and endeavours to ensure continuity of care wherever reasonably possible.

5.2 Mentor / Practitioner-Initiated Rescheduling

In some situations, a mentor or practitioner may request to **reschedule a confirmed session** due to reasons such as extended prior sessions, health concerns, or unforeseen exigencies.

In such cases:

- Users will **not be charged any additional amount**, and **no credits will be deducted** due to mentor-initiated rescheduling.
- Users will be notified promptly and given the option to:
 - Accept the rescheduled time proposed by the mentor; or
 - Choose an alternative available time slot; or
 - Book a session with another suitable mentor or practitioner recommended by the Platform; or
 - Opt to cancel the session with **full re-credit** of the prepaid session value.

VMENTORZ endeavours to ensure timely communication and continuity of care and will make reasonable efforts to minimise inconvenience caused by mentor-initiated rescheduling.

6. Credits & Prepaid Value

- Prepaid value (including credits) is **platform-specific and non-transferable**
- It does not represent a bank balance or stored monetary value
- It has **no cash value outside the Platform**, except where required by applicable law

7. Policy Governance & Updates

VMENTORZ reserves the right to **revise cancellation and rescheduling timelines, deduction percentages, and related policy terms** from time to time based on platform experience, user behaviour, and operational requirements. The latest version of this policy will always be available on the VMENTORZ website and application. Continued use of the Platform constitutes acceptance of the updated policy.

8. User Acknowledgement

By booking, rescheduling, or cancelling a session on VMENTORZ, users acknowledge that:

- Sessions are prepaid and reserve professional time
- Cancellation and rescheduling deductions apply based on the timelines outlined above
- No-shows result in full deduction, subject to exceptional appeal
- Mentor-initiated cancellations and rescheduling are handled without financial loss to the user
- This policy forms part of their agreement with VMENTORZ

Version History

Version	Effective Date	Summary of Changes	Approved by
1.0	January 29, 2026	Initial published version of the Cancellation, Re-scheduling & No-Show Policy	VMENTORZ Board / Management