



## CONSULTATION AND CANCELLATION FOR RENTALS POLICY

Effective Date: 3 February 2026

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Approved by: Alison Warburton. Owner and Founder

Version: 1.1

**Purpose:** The purpose of this policy is to set out clear terms governing consultation bookings, cancellations, rescheduling, attendance, and rental availability for Warbie Rentals. This policy ensures consistency, fairness, and operational efficiency while protecting the time, garments, and resources of the business.

## Scope and application

This policy applies to all clients booking consultations with Warbie Rentals. By booking a consultation, clients confirm acceptance of the terms set out in this policy.

## Consultation Fee and Booking

- The consultation fee is R250 and is non-refundable.
- Payment must be made via the Warbie website to secure and confirm the consultation.
- Appointments are not confirmed until payment has been successfully received.

## Consultation Structure

- Each consultation is one hour with a dedicated Warbie Rentals consultant.
- Clients may try on multiple gowns during the allocated time.
- Clients are encouraged to bring screenshots of their top five gowns to maximise efficiency.
- Consultations exceeding one hour will be charged R250 for a second consultation, subject to availability.
- Only one person may try on gowns during a consultation.

## Recommended Booking Timeline

- Clients are advised to book their consultation four to six weeks before their event.
- Gowns tried on earlier may not be available closer to the event date due to rentals, sales, wear and tear, or consignment changes.
- Clients attending significantly earlier than recommended may be required to book and pay for an additional consultation closer to their event date.

## Location

- Consultations are held exclusively in Johannesburg.
- No fittings or consultations are offered outside of this location.

## Guests

- A maximum of two guests may attend a consultation.
- This ensures a focused and efficient fitting experience.

## Reservations and Availability

- No reservations are held on rental garments.
- Gowns are secured only once payment has been made in full and the order has been confirmed.
- Rentals operate on a first come, first served basis.

## Consignment Garments

- Warbie Rentals offers both in-house and third-party consignment dresses.
- Availability of consignment garments may change at any time and cannot be guaranteed following the consultation.

# Warbie

## Fit

- Rental gowns are available in limited sizes and fit is not guaranteed.

## Cancellations and Rescheduling

- Consultation fees are non-refundable.
- Clients may reschedule their consultation once, provided that a minimum of 24 hours' notice is given.
- Rescheduled consultations must take place within three months of the original booking date.
- Failure to reschedule within this period will result in forfeiture of the consultation fee.

## Late Arrivals and No-Shows

- Clients arriving 20 minutes or more late will be considered a no-show.
- Late arrivals will not be accommodated, and the consultation fee will be forfeited.
- Clients who fail to attend without prior notice are not eligible for rescheduling and must book a new consultation with a new fee.

## VAT notice

From March 2026 Warbie will be VAT registered.

A 15 percent VAT charge will be added to all pricing from this date.

Policy Approved By: Alison Warburton. Owner and founder

Date: 2 February 2026

Next Review Date: 1 November 2026