



Terms and conditions

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Content published on our website

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Booking changes and cancellations

Clients who have booked a consultation session or pop-up event can change their booking to another available day or time. Booking changes can be made at any time before the scheduled start time.

Cancellations are also accepted with at least 24 hours' notice. Cancellations made with less than 24 hours' notice may be treated as a late cancellation and may not be eligible for a refund.

Prepaid hours and expiry

Clients can purchase a retainer, which is a set number of prepaid hours. These hours can be scheduled and used in increments, subject to availability and mutual agreement on service delivery timelines.

The purchased hours must be used within six (6) months from the date of purchase. Any unused hours remaining after this period will expire and will no longer be available for use. We will make reasonable efforts to accommodate scheduling requests before expiry.

Refunds

Clients are encouraged to contact us within a reasonable time period if they are unsatisfied with the service or if the service is not provided as described.

Refund requests should be made in writing, and we will assess each case in accordance with Australian Consumer Law.

Limitation of liability

To the maximum extent permitted by Australian law, our total liability for any loss or claim arising from your use of our website or services is limited to resupplying the services or refunding the fees paid for those services.

Changes to this policy

We may periodically review and update this policy. We reserve the right to make changes at any time and will notify you of any updates by email and or posting the revised version on our website.

Complaints and enquiries

If you have any queries or complaints about our services, please contact us at:

hello@keeta.com.au

0481 788 907

Version: 17th Aug 2026