

# Booking Policy

S3 Optistart Consulting

Date: 23.01.2026

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## 1. Scope of Services Covered

This Booking Policy applies to all services offered by **S3 Optistart Consulting**, including but not limited to:

- AI-Enabled Business Transformation Consulting
  - AI-Enabled Strategy Execution
  - AI-Enabled Business Capability Building & Workforce Transformation
  - Corporate & Factory-Level AI Training Programs
  - Executive Workshops, Diagnostic Engagements, and Advisory Services
  - Customized Consulting, Training, and Transformation Programs
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## 2. Booking Process

### Step 1: Service Inquiry

Clients may initiate a booking through:

- Website contact or booking form
- Email inquiry
- Direct consultation request

All bookings are **subject to confirmation** after an initial discussion to understand business needs, scope, and suitability.

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### Step 2: Scoping & Proposal

For corporate, factory-level, or customized engagements:

- A **scoping discussion** will be conducted
- A **formal proposal** outlining scope, timelines, and commercials will be shared
- Booking is confirmed only upon **written acceptance** of the proposal

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### 3. Confirmation of Booking

A booking is considered **confirmed** only when:

- Written confirmation is received from the client, **and**
- Advance payment (if applicable) is received as per the agreed terms

S3 Optistart Consulting reserves the right to **decline or defer bookings** if required information or confirmations are not provided.

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### 4. Advance Payment & Fees

- Certain services require an **advance payment** to confirm the booking
- The advance amount and payment milestones will be clearly stated in the proposal or invoice
- All payments must be made as per the agreed schedule

**Note:** Prices may vary based on customization, industry, location, and engagement complexity.

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### 5. Rescheduling Policy

#### Client-Initiated Rescheduling

- Requests must be made **at least 7 working days** prior to the scheduled start date
- Rescheduling is subject to consultant availability
- One-time rescheduling may be accommodated without additional charges

#### Short-Notice Scheduling

- You can request **within 7 working days**, also but will be confirmed subjected to Faculty availability.
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### 6. Cancellation Policy

#### Client-Initiated Cancellations

- Cancellations must be communicated in writing

- **Advance payments are non-refundable** once the engagement is confirmed
- For cancellations after project commencement, charges will apply for work completed

### **S3 Optistart Consulting-Initiated Cancellations**

- In rare circumstances, S3 Optistart Consulting may reschedule or cancel engagements due to unforeseen events
  - In such cases, clients may choose between rescheduling or refund of unused fees
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## **7. On-Site & Travel-Related Engagements**

- For on-site engagements, travel and accommodation expenses (if applicable) will be communicated separately
  - Any cancellation or rescheduling impacting travel arrangements may require reimbursement of non-recoverable costs
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## **8. Customization & Intellectual Property**

- All materials, frameworks, tools, and content shared during the engagement remain the **intellectual property of S3 Optistart Consulting**, unless explicitly agreed otherwise
  - Client-specific data and insights will be handled with strict confidentiality
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## **9. Confidentiality & Data Protection**

- All client information, business data, and discussions are treated as **strictly confidential**
  - Any use of AI tools during training or consulting adheres to ethical and confidentiality standards
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## **10. Force Majeure**

S3 Optistart Consulting shall not be held liable for delays or cancellations due to events beyond reasonable control, including but not limited to natural disasters, government restrictions, or technical failures.

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## 11. Modifications to Booking Policy

S3 Optistart Consulting reserves the right to modify this Booking Policy at any time. Updated versions will be published on the website and will apply to future bookings.

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## 12. Contact Information

For booking-related inquiries, please contact:

### **S3 Optistart Consulting**

 Email: [damodar@optistartconsulting.com](mailto:damodar@optistartconsulting.com)

 Website: [www.optistartconsulting.com](http://www.optistartconsulting.com)

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**Bookings are confirmed only after scope finalization and written confirmation. Advance payments are non-refundable. Rescheduling and cancellations are subject to applicable terms.**

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