



Digital Support, Delivered Personally

DelMac Tech – Booking & Cancellation Policy

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1. Our Approach

DelMac Tech understands that life happens.

Our goal is to provide flexible, supportive, people-focused service while also respecting appointment times and preparation requirements.

2. Booking Appointments

Appointments may be booked:

- Online
- By phone or text
- By email
- Through direct contact

Some services may require additional preparation or confirmation before appointments proceed.

3. Cancellations & Rescheduling

If you need to cancel or reschedule an appointment, we simply ask for as much notice as possible.

This helps us support other clients and manage travel and scheduling commitments.

4. Late Arrivals

If running late, please contact DelMac Tech where possible.

Depending on scheduling availability, appointments may need to be shortened or rescheduled.

5. Missed Appointments & No-Shows

DelMac Tech understands that unexpected situations happen. Repeated missed appointments or no-shows without notice may affect future booking availability or require prepayment for future appointments.



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6. Remote Support Sessions

For remote support appointments, clients may need:

- A stable internet connection
- Access to their device
- Required passwords or account access
- A quiet and safe environment where possible

7. Regional Travel & Service Areas

DelMac Tech is based in Albany WA and may provide support locally, regionally, or remotely depending on location and service requirements.

Travel availability and travel-related charges may vary depending on location.

8. Membership Bookings

Membership clients may receive:

- Priority scheduling
- Ongoing support access
- Reduced support rates
- Additional continuity services depending on membership level

9. Compassionate Flexibility

DelMac Tech recognises that some clients may be managing:

- Health concerns
- Caring responsibilities
- Grief and loss
- Accessibility challenges
- Complex personal circumstances

Where possible, we will always aim to approach bookings and support with flexibility, compassion, and understanding.