



{{customerName}}  
{{customerAddress}}  
{{customerCity}}, {{customerState}} {{customerZip}}

## Appointment Policy Update Effective 4/1/2024

**Our goal is to provide quality services to all of our customers!  
In order to continue to provide the best possible services in the most timely manner,  
the following appointment policy will go in to effect 4/1/2024.**

### Appointment Cancellation

When you schedule an appointment with OTS, your appointment time is reserved on our schedule and no longer available to other customers.

Please call us at (405) 330-5030 as soon as you know your scheduled appointment time will no longer work with your schedule so that we may offer that appointment time to other customers in need of services.

There will not be a fee assessed for appointment cancellations as long as OTS is notified at least 1 (one) hour prior to your scheduled appointment time.

### No Show Appointments

We understand life doesn't always go according to plan, which is why we provide a flexible appointment reschedule/cancellation policy. If we are notified within an appropriate amount of time prior to your scheduled appointment, there is not a fee assessed for rescheduling or cancelling your appointment, even for same day cancellations!

**However, it has become necessary for OTS to implement a \$35 no show appointment fee when a customer fails to meet the technician within 15 minutes after the scheduled appointment time.**

The \$35 no show fee will be automatically applied to the customer's account and must be paid in full prior to the appointment being rescheduled or OTS providing future services at the property.

If you miss your scheduled appointment due to serious, extenuating circumstances, please call us at (405) 330-5030 and ask to speak with our Office Manager.

## We appreciate your business!

We appreciate your business and encourage you to reach out to us at (405) 330-5030 or via email at [info@oktermite.com](mailto:info@oktermite.com) if you have any questions or concerns.

Thank you for your understanding and we look forward to serving your termite, pest control, and wildlife management needs in the future!

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