

The Tidy Fairies Company Policy: Cancellation & Rescheduling Policy Statement:

This policy outlines the procedures and fees related to the cancellation and rescheduling of cleaning appointments. It aims to promote efficient scheduling while ensuring fairness to both clients and our cleaning team.

Policy Details:

1. Cancellation Policy:

- **Late Cancellation Fee:**
 - Cancellations made within 24 hours of the scheduled appointment may incur a fee of 30% of the scheduled clean. This fee must be paid prior to your next booking.
- **Confirmation Policy:**
 - Clients will receive a confirmation text 48 hours before their scheduled clean. If the client does not respond or cancels within the 24-hour window before the clean, it will be treated as a late cancellation and the associated fee may apply.
- **Consecutive Cancellations:**
 - Clients who cancel three consecutive bookings will forfeit their reserved cleaning slot and will need to reapply to secure future appointments.
- **Unpaid Invoices:**
 - Cancellations made due to unpaid invoices may also incur the cancellation fee. All outstanding balances must be cleared before any future appointments can be booked.

2. Rescheduling Policy:

- **Advance Rescheduling:**
 - Clients may reschedule their cleaning appointment up to 48 hours before the scheduled time without incurring any additional fees.
- **Rescheduling After Confirmation Period:**
 - Any rescheduling requested after the 24-hour confirmation period may be treated as a late cancellation and may incur the associated cancellation fee.

3. Lock-Out Charges:

- **Definition:**
 - A 'lock out' occurs when cleaners are unable to access the property due to client-provided barriers (e.g., no key, locked gates).
- **Lock-Out Charges:**
 - If a lock-out occurs, the cancellation fee may apply in the same way as a late cancellation.

This policy is designed to maintain smooth scheduling and ensure The Tidy Fairies' services run efficiently for all clients.

Effective Date:

01/10/2024

Review Date:

This policy will be reviewed annually or as required.

Approval:

Director

The Tidy Fairies

07/09/2024