

# The Tidy Fairies Booking & Confirmation Policy

Upon booking with The Tidy Fairies, clients will select their preferred date, service type, and timeframe (morning or afternoon).

## Confirmation Process:

- 48 Hours Prior to Booking: Clients will receive a 'confirmation text' asking them to confirm their scheduled clean on the agreed date by replying "Yes" or "No."
- 24 Hours Prior to Booking: Clients have until 24 hours before the scheduled clean to reply. If the response is "No" at least 24 hours prior, they will have the option to reschedule the clean.

## Late Cancellations:

- If "No" is received within 24 hours of the scheduled booking, or if no reply is received, it will be considered a late cancellation and will be managed in line with our Cancellation Policy.

## Final Confirmation:

- Upon receiving a "Yes" response within the confirmation window, a final confirmation text will be sent 24 hours prior to the scheduled clean, containing the date, approximate time, service type, and the cleaner who will attend.

## Arrival Time:

- Please note that our cleaners may arrive approximately 15 minutes before or after your approximate booking time. This flexibility allows for any unexpected delays, such as traffic or other factors beyond our control.

We value timely communication to ensure smooth and magical service delivery!

## Effective Date:

01/10/2024

## Review Date:

This policy will be reviewed annually or as required.

## Approval:

Directors

The Tidy Fairies

07/09/2024