**Cancellation Policy**

*Dear Valued Customers,*

Here at Tom’s Landscaping, we value both your time and our time!

When we set up an appointment for you, that time is set aside solely for you and your garden. Furthermore, when a client cancels last minute, this leaves us with big gaps in our schedules and at a loss of predicted income.

Our appointments are in high demand and we have an extensive cancellation list where customers eagerly wait to get an appointment at our first availability. Therefore, it is absolutely essential that if you can’t make an appointment that you let us know, so we can then give your appointment to someone else.

We understand emergencies happen and cancellations may be required.

If you do need to cancel, please contact us through any of the following methods ASAP:

* Email: toms.landscaping@outlook.com
* Facebook: Toms Landscaping (Messenger)
* Phone/Text:
  + Thomas: 0480 212 544
  + Natalie: 0448 448 772

To avoid being charged a cancellation fee, please make sure you contact us at least 24 hours ahead of your scheduled appointment. Cancellations requested within 24 hours of your appointment will incur a penalty fee of the hourly rate X the length of your session.

As always, we will send you an appointment reminder message prior to your session. This is just a corsetry message for you and it is your responsibility if requiring cancellation to contact us 24 hours ahead of your appointment (not message).

We appreciate your co-operation and understanding.

Kind regards,

*Thomas & Natalie Payne*

Toms Landscaping.