

1st Nov 2023

CANCELLATION POLICY

1. OBJECTIVES AND BACKGROUND

Professional Detailing Services (SA) PTY LTD is committed to providing the best service in a timely manner. Unfortunately, when a client cancels without giving adequate notice, it prevents another client from being served. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.

We have implemented a straightforward cancellation policy to be upfront about all the costs you may face when engaging our services.

We require a minimum of two (2) days prior to your scheduled appointment to notify us of any changes or cancellations. *All references to cancellation of appointments in this clause are also a reference to rescheduling of appointments.* Our business firmly believes that a good client and business relationship is based upon mutual understanding, to that affect, questions about our cancellation policy should be directed to admin@professionaldetailingservices.com.au

2. CANCELLATION PROCESS

We understand situations can arise which may affect your appointment. Due to limited appointment availability, we request that you make changes with adequate notice. This allows us to fill that appointment slot. You may cancel by contacting us by:

- email - admin@professionaldetailingservices.com.au
- or by managing your booking directly - [Professional Detailing Service - My Account](#)

Booking your appointment with us indicates that you have read, understood and consented to this Cancellation Policy. By continuing, you understand that you are holding a spot, and you forfeit any deposits paid. If an appointment is cancelled without providing at least two (2) days' notice or if the appointment is missed without notice you may be charged a cancellation fee in addition.