



Cancellation Policy

Updated 05/07/2023

STANDARD Cancellation policy

You can cancel a Booking on the Website, over email, text messaging, free of charge, up to 23 hours before the Service is scheduled to take place

- The Customer can amend the Booking up to 12 hours before the Service is scheduled to begin.
- NO REFUND If the Customer cancel the booking within 23 hours before the Service is scheduled to begin
- NO REFUND If the Customer or their representative did not show within 30 min after beginning of the scheduled appointment or a cleaning person wasn't able to gain access to the premises.
- The Customer may amend or extend a Booking during the performance of the Services if the Company has available time slot and the cleaner has required skills/ equipment.
- If the Customer cancel the Booking during the performance of the Service NO REFUND will be provided.
- Rescheduled Booking is not eligible for refund.
- The Cleaning Agreement shall expire once the Services under the Booking have been performed.
- If the Business is unable to fulfill a confirmed Booking (in full or part). we will attempt to find you a replacement Business. If we cannot find you an alternative Business, we will reschedule your Booking to a new time which suits your convenience, If we cannot find a suitable time for you, you may cancel the Booking at no charge.

FLEXIBLE rescheduling - additional service fee all Services(except for Flat Rate) - \$20+tax..

- If added, the Customer will be able to reschedule the Booking, once, at any time, up to 1 min before scheduled Service.
- Cannot be added within non-refundable period for Rescheduling.
- Rescheduled Booking is not eligible for refund.

FLEXIBLE cancellation - additional service fee.

- If added, the Customer will be able to cancel the Booking, once, at any time, up to 1 min before scheduled Service.
- Additional cancellation fee will be charged, if such cancellation has occurred - \$40.
- Cannot be added within non-refundable period for Cancellation.

ADDITIONAL PROMOTIONS CANCELLATION POLICY FOR RECURRING PROMO SESSIONS:

- Recurring Service promotions and promo codes will be in effect until the Customer use at least 4 sessions for weekly Service or 2 sessions for biweekly Service.
- Cancellation before expiration of min. required number of session will be a result of charging a full price for the first Booking.
- Amount by promotion will be put on hold (a day before the Booking) and charged right after the Service has rendered.
- Amount of discount will be put on hold at the same time as promotion amount and will be released after using of minimal required amount of sessions(4 for weekly, 2 for biweekly)
- Rescheduling after the first Booking and within minimum required number of Bookings, allowed +/- 3 days of original recurring date. Rescheduling more then 3 days ahead will be considered as a cancellation of recurring service and result charging of full amount for the first Booking.