



## Cancellation Policy

Updated 10/15/2023

### **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 and/or reschedule the Booking no more than TWO times 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 up 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**

- 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.
- FLEXIBLE cancellation service fee is non-refundable.
- Additional cancellation fee will be charged, if such cancellation has occurred - \$40.
- Cannot be added within non-refundable period for Cancellation.

**All charges are final and non-refundable. In accordance with Terms And Conditions.**