

Mel's Helpful Hand Cleaning Co.



Cancellation & Rescheduling Policy

To protect my time and ensure availability for all clients, the following cancellation and rescheduling policy applies to all scheduled cleaning appointments.

Cancellation Policy

A **\$50 cancellation fee** will be charged when a cleaning appointment is cancelled or rescheduled with less than **24 hours' notice**.

Cancellations or rescheduling requests made **24 hours or more before the scheduled appointment** will not be subject to the cancellation fee.

Same-Day Cancellations & No-Shows

Cancellations made on the same day as the scheduled cleaning, as well as appointments where the client is unavailable or does not provide access to the home, will be subject to the **\$50 cancellation fee**.

Emergencies

I understand that unexpected situations can happen. Emergencies will be handled on a case-by-case basis and may be exempt from the cancellation fee at the discretion of Mel's Helpful Hand Cleaning Co.

Repeated Cancellations

Repeated cancellations or rescheduling may result in a client being required to provide a deposit or prepayment to reserve future appointments. Mel's Helpful Hand Cleaning Co. reserves the right to discontinue recurring services when appointments are repeatedly cancelled or rescheduled.

Client Acknowledgment

By signing below, I acknowledge that I have read, understand, and agree to the Cancellation & Rescheduling Policy. I understand that I am responsible for the applicable \$50 cancellation fee when the policy requirements are not met.

Client Name: _____

Signature: _____

Date: _____

Scheduled Cleaning Date: _____

Owner Signature: _____