

Cancellation Policy

Dear customers, your bookings, times and slots are very important to us. They are reserved only for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 72 hours notice for cancellations and 48 hours rescheduling of appointments. We will need that time to give those slots to other customers that would like to use our services.

Please understand that when you forget, cancel, or change your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waitlist miss the opportunity to receive services. Therefore, we have a strictly enforced 72 hours cancellation and 48 hours rescheduling policy.

Please understand that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments, which result in a cancellation fee. Not receiving an electronic notification of your appointments from us the day before your appointment is not sufficient reason to miss an appointment. We send reminders as a courtesy, but clients are responsible to keep or cancelling their appointment regardless of whether they receive a reminder or not.

Our greatest expenses are when we attend an address and we are sent back because the customer forgot about their booking with us, the job had been done by someone else or they don't need our services anymore. We had booked this slot, especially for them, we had organised a van and a team of two professionals to attend their property so they can perform our service. All of that is related to expenses that have to be covered.

Our cancellation policy is to inform our customers of all of these consequences so they can avoid paying cancellation fees of £70 which is our minimum charge for attending property at a specific time that has been saved especially for them. Dear customers by booking with us you accept our terms and conditions and our cancellation policy, please cancel and reschedule your appointment within the provided time frames.