



CANCELLATION AND CANCELLATION FEE POLICY

At Gold Coast Cleans, we strive to provide exceptional cleaning services and ensure customer satisfaction. To maintain the highest level of service quality and efficiency, we have implemented a cancellation fee policy. This policy applies to all scheduled cleaning appointments with our valued clients.

1. **Cancellation Notice:** We understand that unforeseen circumstances may arise, leading to the need to cancel a cleaning appointment. To avoid a cancellation fee, we kindly request that you provide us with a minimum notice of 5 days prior to the scheduled appointment time.
2. **Rescheduled cleans** are exempt from this policy, unless there are three or more attempted rescheduled dates, in which case the cancellation fee will apply.
3. **Cancellation Fee:** In the event of a late cancellation or failure to provide the minimum notice period mentioned above, a cancellation fee will be applied. The cancellation fee amount is set at 25% of the quoted sum and will be invoiced to the client.
4. **Waiver of Cancellation Fee:** We understand that emergencies and exceptional circumstances may arise, and we will consider waiving the cancellation fee on a case-by-case basis. Please contact us immediately to discuss your situation if you believe you qualify for a waiver.
5. **Payment:** The cancellation fee will be invoiced. In the case of prepayment, the cancellation fee will be deducted from the total refundable amount.
6. **Amendments to the Policy:** We reserve the right to amend this cancellation fee policy at our discretion. Any changes will be communicated to you in advance and will be applicable to future cleaning appointments.

We value your business and understand that situations may arise that necessitate the cancellation or rescheduling of appointments. By implementing this cancellation fee policy, we aim to ensure the efficient operation of our cleaning business and provide fair compensation for our dedicated staff.

If you have any questions or require further clarification regarding our cancellation fee policy, please feel free to contact us at info@goldcoastcleans.com.au.