

Cancellation Policy for Cashmere Global Cleaning Agency

1. Cancellation Procedures: Clients are required to provide notice of cancellation through one of the following methods:

- Phone: Your Contact Number
- Email: Your Contact Email
- Online Portal: Your Booking System URL

2. Cancellation Charges: a. Standard Cleaning Services:

- Cancellations made **72 hours about 3 days** or more before the scheduled cleaning appointment will not incur any charges.
- Cancellations made within **48 hours about 2 days** of the scheduled cleaning appointment may be subject to a 20% cancellation fee.
- Cancellations made within **24 hours about 1 day** of the scheduled cleaning appointment may be subject to a 50% cancellation fee.

b. Specialized or One-Time Services:

- For specialized or one-time cleaning services, cancellations made **72 hours about 3 days** or more before the scheduled appointment will not incur any charges.
- Cancellations made within **48 hours about 2 days** of the scheduled appointment may be subject to a 20% cancellation fee.
- Cancellations made within **24 hours about 1 day** of the scheduled appointment may be subject to a 50% cancellation fee.

3. Rescheduling: a. Clients may request to reschedule a cleaning appointment without incurring cancellation charges if the request is made 48 hours or more before the original appointment.

b. If a client wishes to reschedule within **24 hours** of the original appointment, a rescheduling fee of 10% may apply.

4. Emergency Exceptions: a. Cancellation charges may be waived in the case of verifiable emergencies or unforeseen circumstances. Clients must provide documentation or evidence of the emergency to be considered as an exception.

5. No-Show Policy: a. If a client is not present at the scheduled cleaning location without providing prior notice of cancellation, the full cleaning fee for the scheduled service may be charged.

6. Refunds: a. Refunds for cancellations will be processed within 5 to 7 business days and will be issued to the original payment method.

7. Amendments to the Policy: a. Cashmere Global Cleaning Agency reserves the right to amend this cancellation policy at any time. Clients will be notified of any changes in advance.

8. Contact Information: a. For cancellations or inquiries regarding this policy, please contact us at Cashmereglobalcleaningagency1@yahoo.com or call us @ 561-853-8791