**📖 Blue Ocean Cleaning Services**

**Cancellations & Rescheduling Policy**

**Effective Date:** June 1, 2025

**1. Purpose**

To provide reliable, organized service scheduling for both clients and staff, while ensuring fairness when services are canceled, rescheduled, or missed. This policy outlines the required notice periods, applicable fees, and procedures for making schedule changes.

**2. Client Cancellations & Rescheduling**

**Standard Appointments:**

* Clients must provide a minimum of **24 hours’ notice** to cancel or reschedule any regular cleaning appointment
* Cancellations or reschedules made with **less than 24 hours’ notice** may be subject to a **$50 late cancellation fee**

**Same-Day or On-Arrival Cancellations:**

* If a client cancels service on the same day, upon arrival, or denies access to the property without prior notice, a **50% service fee** will be charged

**3. Holiday & Special Occasion Bookings**

* Cancellations for holiday or one-time special event cleanings require **48 hours’ notice**
* Failure to cancel within the required window may result in a **50% service fee** due to high demand and staffing commitments

**4. Company-Initiated Rescheduling**

* In rare cases, Blue Ocean Cleaning Services may need to reschedule an appointment due to emergencies, extreme weather, or unforeseen staffing issues
* Clients will be notified as soon as possible and offered the next available appointment
* No fees or penalties will ever apply for company-initiated changes

**5. No-Show & Access Denied Policy**

* If staff arrive for a scheduled cleaning and are unable to access the property or complete the job due to locked doors, client absence, or other preventable barriers, a **50% service fee** will apply
* Rescheduling will be arranged at the client’s convenience, pending availability

**6. Emergencies & Exceptions**

We understand that emergencies happen. Fees may be waived at management’s discretion for sudden illness, family emergencies, or unavoidable circumstances when communicated promptly.

**By booking services with Blue Ocean Cleaning Services, clients agree to comply with this cancellations and rescheduling policy.**