



Established 2016



Cancellation and Missed Appointment Policy

FixThatLid considers any appointment that you have made, important. Appointments are for your exclusive use and when it is cancelled with short notice, or missed altogether, it is often too late or impossible to offer this time to someone else and the appointment time goes unfilled

Please note, as of July 2017 the following cancellation / missed appointment policy is in effect:

A full 24 hours notice is required for cancelling appointments. Clients may contact Paul directly to cancel or send an email to info@fixthatlid.com

→ If you cancel with less than 24 hours notice before your appointment time, you will be billed for 50% of the cost of your appointment, that is: \$125 for a 50-minute session. This also applies to same-day bookings which are subsequently cancelled.

→ If you cancel with less than 12 hours notice before your appointment time, you will be billed for 75% of the cost of your appointment, that is \$187.50 for a 50-minute appointment. This also applies to same-day bookings which are subsequently cancelled.

→ Clients who fail to show up for a scheduled appointment (“no show”) are billed for the full cost of their scheduled session of \$250 for a 50-minute session.

→ Registered clients receive emailed appointment reminders that are set up through their client profile in the booking system, sent out 3 days before their appointment time. Clients also have the option of adding SMS reminders 2 hours before their appointment time. While clients can log in to their profile at any time to deactivate these reminders, clients understand that in doing so that they are solely responsible for remembering their appointment time. Also, rarely, the calendar system may be subject to technical problems whereby reminders are not sent out. These reminders are a courtesy only; clients are responsible to keep or cancel their appointment regardless of whether they receive a reminder or not. If you are uncertain when your next appointment with Megan is, please contact her to check or login to your Jane profile where your upcoming appointments are listed.

→ There is a range of valid reasons for cancelling an appointment. In order to be consistent with all clients, cancellation fees will only be waived in the event of a medical emergency requiring urgent professional treatment, a death in the family or a natural disaster

→ **Out of fairness to you, if FixThatLid cancels your appointment with less than 24 hours, your next appointment is 50% off. Cancellations of your appointment with less than 12 hours, your next appointment is 75% off. In the unlikely event FixThatLid does not show up for your appointment, your next appointment is free.**

→ **Missed appointments and late cancellations are payable via cash, cheque, e-transfer or PayPal. FixThatLid provides receipts marked “cancellation fee” or “missed appointment”**

FixThatLid appreciates your prompt payment.

Terms of service form part of the overall agreement between the Company and any approved Supplier Partners, Clients, Client Representatives and anyone to be considered a Contact for the Company.