

Cleaning Cancellation Policy Template

Practical cleaning business template • Customize fields before use

Brand customization: This TidyOps-branded example shows a finished presentation. Replace the logo, colors, company details, and placeholders with your own brand before use.

CLEANING CANCELLATION POLICY

[YOUR COMPANY NAME]

[Phone Number]

[Email Address]

[Website]

We understand that plans change. This cancellation policy is designed to help us protect scheduled cleaning time while giving customers a clear process for changing or canceling appointments.

NOTICE REQUIRED

Please provide at least:

hours' notice

to cancel or reschedule a cleaning appointment.

Notice may be provided by:

- ☐ Phone
 - ☐ Text
 - ☐ Email
 - ☐ Customer Portal
 - ☐ Other:
-

LATE CANCELLATIONS

A cancellation or reschedule made with less than the required notice may result in a fee.

Late Cancellation Fee:

- ☐ \$
 - ☐ % of scheduled service
 - ☐ Full scheduled service amount
 - ☐ Other:
-

SAME-DAY CANCELLATIONS

Appointments canceled on the scheduled service day may be subject to:

Same-Day Cancellation Fee:

- ☐ \$
 - ☐ % of scheduled service
 - ☐ Full scheduled service amount
 - ☐ Other:
-

NO-SHOW / NO-ACCESS APPOINTMENTS

If our cleaning team arrives but cannot enter the property because of an access issue controlled by the customer, the visit may be treated as a late cancellation.

Examples include:

- Locked doors
- Incorrect access codes
- Missing keys
- Unavailable concierge or property manager
- Disabled smart-lock access
- Customer not present when presence is required
- Pets preventing safe entry
- Other access issues outside the cleaning team's control

No-Access Fee:

- ☐ \$
 - ☐ % of scheduled service
 - ☐ Full scheduled service amount
 - ☐ Other:
-

RESCHEDULING

Customers may request to reschedule an appointment subject to availability.

If sufficient notice is provided:

- ☐ No rescheduling fee applies

or

- ☐ Rescheduling Fee: \$

Requests made after the cancellation deadline may be treated as late cancellations.

RECURRING CLEANING CUSTOMERS

Recurring cleaning pricing may depend on the scheduled frequency.



If a visit is skipped, canceled, or moved significantly outside the normal schedule, the next cleaning may require additional time or a different price.

For example, a home normally cleaned every two weeks may require more work if several weeks pass between visits.

Recurring-Service Adjustment Policy:

HOLIDAYS

Appointments that fall on company holidays may be:

- ☐ Rescheduled automatically
- ☐ Rescheduled by mutual agreement
- ☐ Serviced with a holiday fee
- ☐ Handled according to a separate holiday schedule

Holiday Policy:

WEATHER & EMERGENCIES

We may waive cancellation fees when severe weather, emergencies, unsafe travel, utility outages, or other exceptional circumstances make service impractical or unsafe.

The Cleaning Company may also reschedule service when conditions prevent safe operation.

ILLNESS OR CONTAGIOUS CONDITIONS

Customers should notify us when conditions at the property may create a health or safety concern for cleaning staff.

Depending on the circumstances, the appointment may be rescheduled.

Company Policy:

COMPANY CANCELLATIONS

If we need to cancel or reschedule an appointment, we will make reasonable efforts to notify the customer and offer another available service time.

A customer will not be charged a cancellation fee when the Cleaning Company cancels the appointment.

HOW TO CANCEL OR RESCHEDULE

To change an appointment, contact:

Phone: [Phone Number]

Email: [Email Address]

Customer Portal: [Portal URL, if applicable]

Please include:

- Customer name
- Service address
- Scheduled service date
- Requested change

EXCEPTIONS

We may waive or reduce cancellation fees at our discretion based on the circumstances.

Any exception for one appointment does not automatically change this policy for future services.

CUSTOMER ACKNOWLEDGMENT

By scheduling cleaning service, the customer acknowledges the cancellation and rescheduling terms provided by the Cleaning Company.

TEMPLATE CUSTOMIZATION NOTICE

Set cancellation notice periods and fees that are reasonable for your business and customers.

Do not use cancellation fees, automatic charges, or recurring-service terms without confirming they comply with applicable consumer-protection, payment, contract, and local legal requirements.

This template is provided for general informational and business-use purposes and is not legal advice.

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