**Cancellation Policy**

Our goal is to provide quality Caregiving & Companionship services to all our clients in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our clients but our Caregivers and Companions as well. Please be aware of our policy regarding missed or cancelled appointments.

**Appointment Cancellation**

**Client:**

When you book your visit, you hold a space in our system that is no longer available to other Clients. To show respect to your fellow Clients, please cancel your visit as soon as you know you will not be able to make it. We require that you cancel at least 24 hours in advance. Visits are in high demand, and your advanced notice will allow another Client access to that visit time.

**Late Cancellations/No-Shows**

A cancellation is considered late when the visit is cancelled less than 24 hours before the visit time. A no-show is when a client misses a visit without cancelling. In either case, we will charge the Client the full visit fee and the Caregiver will be paid for that visit.

**Caregiver:**

When you accept an visit, you commit to providing Services to the Client. To help alleviate the inconvenience for the Client, please cancel the visit as soon as you know you will not be able to make it. We require that you cancel at least 36 hours in advance. Visit are very important and your advanced notice will allow the Client to successfully find another Caregiver.