



## **CANCELLATION POLICY FOR BACK TO BUSINESS**

At Back to Business, we strive to provide high-quality service and value your time and commitment. To maintain a smooth scheduling process for all clients, we ask that you kindly adhere to the following cancellation policy:

### **Notice of Cancellation:**

Cancellations must be made at least 48 hours prior to your scheduled appointment. This allows us to accommodate other clients who may be waiting for an available time slot.

Cancellations can be made by phone, email, or through our online scheduling system.

### **Late Cancellations:**

Cancellations made less than 48 hours before the scheduled appointment may be subject to a late cancellation fee of the full value of the appointment.

We understand that emergencies happen, and in such cases, please notify us as soon as possible, and we will work with you to reschedule.

### **No-Show Policy:**

If you do not show up for your scheduled appointment and have not notified us of your cancellation, a "no-show" fee of the full value of the appointment will be charged.

This fee will be applied to any future services or may be required before scheduling your next appointment.

### **Rescheduling:**

If you need to reschedule an appointment, please notify us at least 48 hours in advance. We will do our best to accommodate your preferred time and date.

### **Repeat Cancellations:**

Clients who repeatedly cancel or reschedule appointments without proper notice may be asked to provide a deposit for future services or may be removed from our client list at our discretion.

We value your business and aim to provide the best service possible. Thank you for your understanding and cooperation in helping us serve you and our other clients more efficiently.

If you have any questions or concerns about our cancellation policy, please feel free to contact us at 03 5429 6680 or email@backtobusiness.net.au