

Cancellation and No-Show Policy Acknowledgment

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Signed before the first visit. It records the cancellation terms the customer was shown and agreed to.

1. Parties and Service

- Company: _____
- Customer: _____
- Service address: _____
- Service: _____
- Policy starts: _____

2. Notice

- Cancel or reschedule at no charge with at least _____ hours' notice.
- Larger jobs: _____

3. Fees

- Late cancellation (inside the notice window): _____
- No-show or lockout (we arrive and cannot get in or reach anyone): _____
- Minutes we try to reach the customer before a no-show applies: _____

4. Recurring Plans and Payment

- Recurring plans: _____
- How a fee is paid: _____

5. Sign-Off

The customer confirms they read the notice window and fees above before the first visit, agree to them, and received a copy.

COMPANY REPRESENTATIVE

Signature

Printed Name and Date

CUSTOMER (RECEIVED A COPY)

Signature

Printed Name and Date