

Cinderelly's Magical Cleaning Services Cancellation Policy



Client Cancellation or Rescheduling

In the event that the Client needs to *cancel* a scheduled cleaning appointment, Cinderelly's appreciates 48 hours notice. Notice may be given directly to your cleaner, please confirm they have received your message.

If 48 hours notice is not given on more than (1) occasion, the client will be asked to pay 50% of the canceled cleaning service. If the Client cancels services without 48 hour notice for more than (3) scheduled cleaning services, Cinderelly's reserves the right to cancel the cleaning service agreement.

**For a one time cleaning service, if 48 hours is not given for cancellation, Cinderelly's will retain the Client deposit amount.*

In the event that the Client needs to *reschedule* a scheduled cleaning appointment, we appreciate a minimum of 2 weeks notice. Notice may be given directly to your cleaner, please confirm they have received your message.

We absolutely understand that life happens, and 48 hours notice isn't always possible. In these cases, we will always do our best to work together with the Client to accommodate. We are here to work together with you!

Cleaner Cancellation or Rescheduling

In the event that Cinderelly's needs to cancel or reschedule a scheduled cleaning appointment, we will strive to give a minimum of 48 hours notice. Please note that Cinderelly's will always do its best to reschedule a cleaning service at the Client's convenience.

Thank you for taking the time to read and understand our cancellation policy.