

Cancellation and Rebooking Policy:

Cancellation Procedure:

All cancellations must be made through our designated cancellation page at <https://malmomaids.se/avbokning/>

Cancellation Hours:

Cancellations are accepted only during our office hours, which are 07:00-18:00, Monday to Friday, and 08:00-16:00 on Sundays.

Cancellations made outside of office hours will be treated as if they were made at the opening of the office on the next working day.

Cancellation and Rebooking Deadline:

All cancellation and rebooking requests, **for any reason**, must be submitted no later than **two (2) working days before the scheduled session date, with a cut-off time of 12:00 pm.** This is necessary to avoid incurring a late cancellation fee.

Rebooking Availability:

While we will make every effort to accommodate rebooking requests made at least 2 working days in advance, up to 12:00 pm, availability depends on the schedule and availability of the assigned service provider.

Late Cancellation Fee:

- Any cancellations or rebooking requests made **2 working days before the booked session but after 12:00 pm** will still be subject to a charge **equivalent to 2 hours of service.**
- Cancellations or rebooking requests made **one (1) day before the scheduled session**, a minimum charge of 2 hours of work will be incurred, **but, if the booked time is 6 hours and above the charge will be 50% of the booked hours.**
- Cancellations and rebooking requests made on the **same day as the scheduled session** will be charged **100% of the booked hours.** Any cancellations made after 8:00 PM the day before the scheduled service are considered same-day cancellations, as our office closes at 6:00 PM.

Explanation:

We implement these policies to maintain fairness and uphold our commitment to both clients and service providers. Late cancellations and rebooking requests disrupt our scheduling and can result in financial loss for our service providers, who rely on a consistent workload.

Important Note:

If you need to **reduce** the duration of a planned session (e.g., from 3 hours to 2 hours) **two days before the booked session after 12:00 pm, this falls under our late cancellation policy.** In such cases, we must still compensate our service providers for the originally promised time. **To avoid being charged for the full hours, please inform us at least 2 working days before the scheduled session, with a cutoff time of 12:00 pm, if you need to adjust the session duration.**

For example, if a service provider is already working at your location and you request them to complete tasks more quickly, resulting in a shorter session, this will be subject to the late cancellation policy, and the service provider will be compensated for the initially scheduled hours.

However, we would like to remind you that by **skipping one cleaning session, there may be a noticeable increase in the amount of dirt and dust in your place.** We want to ensure that your place is maintained to the highest standard, so we would like to offer you the **option of adding an extra hour to your next cleaning session to ensure that your place is thoroughly cleaned.**

Lastly, Kindly be advised that if you will be gone for a while or pausing the cleaning sessions for a long time, or will be on vacation for more than 2 to 3 months, there's a possibility that you might lose the assigned Service provider as we need to fill their available schedule. Therefore, we might assign another Service provider who will be available on your desired schedule when you resume the cleaning sessions.