

Customer Appointment Cancellation No Show Policy

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Purpose

This document covers the current policy for addressing customer appointment cancellations or no-shows during service delivery. It includes verbiage to share with customers at the start of a project and throughout scheduling to inform customers of the ramifications of canceling appointments.

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Customer Communication

Every project kick-off should include documentation to properly set expectations with customers for attending scheduled service delivery appointments. The verbiage below are examples to use in slide decks or any email to customers confirming scheduled times:

Example 1:

Cancelation Policy: Every effort is made to complete your project in a timely fashion. Please notify your Project Manager at the Bold Group as soon as possible if you need to cancel a scheduled meeting/session/appointment. Any missed meetings, sessions, or appointments may have an adverse effect on the subsequent tasks and projected deliverable dates of your project. While every effort is made to adjust our resource allocation, there is a high likelihood that you may encounter a delay in the rescheduling.

Example 2:

SPECIAL NOTE: The Bold Group is committed to completing your project in a timely fashion. Your project may encounter unnecessary delays due to unanticipated missed meetings, sessions, or appointments. Your commitment to our scheduled meetings will ensure a smooth project and it will avoid unnecessary delays in the subsequent tasks and projected deliverable dates of your project.

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Cancelation Fees

There is no official policy at this time for additional fees charged to the customer for canceling an appointment prior to the appointment start time. The customer is not charged a fee for any appointments they request be canceled or rescheduled prior to the start of the appointment time.

The only cost to the customer is for meeting no-shows. See the '[Customer No Show](#)' section for details.

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Customer No Show

If a customer does not join a scheduled Service appointment, the resource delivering the service will wait 15 minutes before ending the session. The customer will be charged for the 15 minutes of time as billable time and notified as such.

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