Appointment Booking & Cancellation Policy

To reserve an appointment with **Big O Cleaning Company LLC**, a valid **credit or debit card is required** at the time of booking.

Cancellation & Rescheduling Policy

We understand that plans can change. If you need to cancel or reschedule your appointment, please provide at least **5 hours' notice** before your scheduled appointment time.

- **No fee:** Cancellations or rescheduling requests made **5 or more hours before** the scheduled appointment.
- **$50 cancellation fee:** A **$50 fee** will be charged when an appointment is cancelled or rescheduled **less than 5 hours before** the scheduled appointment.
- **No-show:** A **$50 fee** will also apply if you do not show up for your scheduled appointment without prior notice.

The card provided at the time of booking may be charged the applicable cancellation or no-show fee.

By booking an appointment, you acknowledge and agree to the terms of this Cancellation & Rescheduling Policy.

If you need to cancel or reschedule your appointment, please contact **Big O Cleaning Company LLC** as soon as possible. We appreciate your consideration and respect for our scheduling time.

Big O Cleaning Company LLC
Big on Clean. Big on Quality.

Website booking checkbox: I also recommend adding a required checkbox immediately before the customer confirms the appointment:

☐ **I understand and agree to Big O Cleaning Company LLC's Appointment Booking & Cancellation Policy, including the $50 fee for cancellations, rescheduling, or no-shows occurring less than 5 hours before my scheduled appointment. I authorize the card provided during booking to be charged any applicable fee.**