



# SHORT NOTICE CANCELLATION POLICY

New Life Purpose PTYLTD – ABN 30 660 415 154

## 1. Glossary

Glossary, see page 3, (Client, Provider, Employee, NDIS, Cancellation, Short Notice, No Show, Hoarding / Squalor, Declutter, Support, General Cleaning, etc).

## 2. Terms and Conditions

**2.1** A person receiving care (client) from the provider may cancel a service by contacting the provider via email (newlifepurpose4u@gmail.com) or via mobile phone (0460 794 411). Call or text

**2.2** A client may be eligible for a refund if they provide us with sufficient notice prior to cancelling the service, this depends on the nature of the work and the notice period provided.

**2.3** Our Pricing limits may be charged if we are unable to reallocate staff rostered on to your job.

**2.4** We care about our clients and may ask further questions if there have been excessive cancellations in an attempt to work with them and try to find a more suitable arrangement specific to their needs.

**2.5** All services delivered must be paid for.

**2.6** No refund will be provided due to:

**2.6.1** Change of mind.

**2.6.2** Insistence on a service against the provider's advice.

**2.6.3** Failure to clearly explain your needs to the provider.

## 3 Deposit

**3.1** Any equipment that needs to be hired needs to be paid for at the time of booking.

**3.2** Private clients are expected to pay 50% of the quoted amount at the time of booking. The remainder must be paid on the day of the service via Pay ID, bank transfer, epos which will incur an additional fee, cash with receipt or an invoice may be sent if agreed with both parties.

**3.3** Clients funded under a Grant/public trustee or other will have most of these costs covered by the provider of the funding, these funds may still be drawn from your budget at the rates stipulated in the tables below.

**4.1** Cancellation schedule.

	Hoarding/Squalor/Declutter (4+hours) Yard clean ups	Declutter (<4 hours)	Deep Clean/Spring Clean	General Cleaning & Gardening & Support
Cancellation	>7 days' notice	>7 days' notice	>7 days' notice	>7 days' notice
Short Notice	7 days or less	3 days	7 days or less	3 days
No Show	On the day	On the day	On the day	One the day



# SHORT NOTICE CANCELLATION POLICY

## 4.2 Cancellation Rates - Private Clients.

Cancellation Type	Amount Charged
Cancellation	You will be refunded your 50% payment booking fee or you may reschedule No charge to General cleaning, gardening or supports
Short Notice	No refund of 50% booking fee or 50% of agreed service
No Show	You will be invoiced for the full amount

## 4.3 Cancellation Rates - Clients funded under - Grant/Public Trustee/Other

Cancellation Type	Amount Charged
Cancellation	No Charge
Short Notice	50% of quoted labour amount plus any hire costs or purchases in advance for the job
No Show	100% of quoted labour amount plus any hire costs or purchases in advance for the job

## 4.4 Cancellation Rates – Clients of all other organisations

Cancellation Type	Amount Charged
Cancellation	No Charge
Short Notice	100% of Quoted Service or agreed service – Minus any travel costs or trailer costs
No Show	100% of Quoted labour plus hire costs and costs of items purchased in advance for the job or agreed service – Including Travel costs, minus trailer costs

5.1 It is of the discretion of New Life Purpose to consider variations to the short notice cancellation rates for clients funded by grants, under the public trustee or other.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_



# SHORT NOTICE CANCELLATION POLICY

## **Glossary of Terms**

The purpose of this glossary is to explain a range of terms within the cancellation policy.

### **Acronyms**

### **Cancellation**

A decision to stop something that has already been arranged from happening; a statement that something will not happen.

### **Client**

A person who uses the service or advice of a professional person or organisation.

### **Declutter**

To remove things that you do not use so that you have more space and can easily find things when you need them.

### **Employee**

A person who is paid to work for somebody.

### **General Cleaning**

Daily cleaning (including basic cleaning tasks that include sweeping, vacuuming, dusting, mopping, etc) daily restroom maintenance, weekly service, bi-weekly service (every other week), and monthly service.

### **Hoarding**

The act of collecting and keeping large amounts of food, money, etc., often secretly.

### **No-show**

A person who is expected to be somewhere and does not come; a person who is not where they say they will be; a person who is not home when a service is due.

### **Provider**

A person or an organisation that supplies somebody with something they need or want.

### **Short Notice**

An unreasonable short notice period.

### **Support**

To give or be ready to give help to somebody if they need it