**Swiftclean Policy for cancellation, postponement, and abortive call charges**

Last minute changes to scheduled works has an unacceptable economic impact to our business, our staff still must be paid and we continue to make payments for assets, insurances, overheads etc.

Short notice cancellation means we are typically unable to redistribute our staff to alternative contracts thus unable to earn revenue. It is for this reason why cancellation or postponement of works giving less than 48 hours’ notice from the agreed start date or aborted calls is contractually chargeable at our standard cancellation shift rates detailed below, see also 8.1.3 of our terms & conditions of supply:

The rates below are chargeable per person scheduled:

Weekdays £307;

Weeknights £379;

Saturday Days £430;

Saturday Nights and Sundays/Bank Holidays £554.

These rates will be updated from time to time and will be chargeable at the most current rate at the time of the charge being applied.

If the price for the works scheduled is less than the cancellation charges then the full price of the job will become payable, rather than the charges noted in this policy.

An invoice for the cancellation costs will be raised and the original purchase order number will be referred, it will be the responsibility of the person placing orders to ensure the customers’ accounts department is made aware of these extra charges and to authorise the payment of them as required.

Failure to authorise and pay such charges would result in us applying to the courts for legal recompense