



Cancellation & Rescheduling Policy

We understand that plans can change! As a small business, every booking means a lot to us. We kindly ask for as much notice as possible so we can offer your appointment to another client.

Cancellation & rescheduling notice

24 hours or more: You can cancel or reschedule your appointment without a cancellation fee.

Less than 24 hours: A reasonable cancellation fee of up to 50% of the booked cleaning price may apply, depending on the circumstances and costs or loss incurred.

Same-day cancellations or no-shows: A reasonable fee may apply based on the loss incurred, subject to Australian Consumer Law.

Property access

Please ensure we can access your home at the agreed appointment time. If we arrive and cannot gain access, this may be treated as a late cancellation, subject to the circumstances.

If we need to reschedule

If illness, an emergency or another unforeseen issue means we need to change your booking, we will contact you as soon as possible and arrange a suitable alternative time at no extra charge.

Emergencies & unexpected circumstances

We know genuine emergencies happen. Please contact us as soon as you can so we can discuss the situation fairly.

Booking terms

Any applicable cancellation fee will be explained before your booking is confirmed. For bookings made through Airtasker or another platform, that platform's applicable cancellation and payment terms also apply. Nothing in this policy limits your rights under Australian Consumer Law.

Thank you for supporting The Home Detail!