Freelancer Cancellation Policy

Freelancer / business name: _____

Contact details: _____

Effective from: _____

1. Notice of cancellation

Please give at least **48 hours' notice** if you need to cancel or reduce a confirmed booking. Notice must be sent by [email / WhatsApp / other agreed channel] and is treated as received when delivered to the contact details above.

2. Late cancellations

For a cancellation made less than 48 hours before the agreed start time, a cancellation charge of **up to 100% of the agreed fee for the cancelled booking** may apply, reflecting the time reserved, work declined and losses reasonably incurred. Any amount charged will be fair, proportionate and will not exceed the freelancer's reasonable net loss, taking account of costs saved and any replacement work obtained.

3. Exceptional circumstances

Genuine emergencies may be considered individually, including serious veterinary emergencies, urgent hospital admission or travel conditions that make attendance unsafe. A waiver or reduction is not automatic. Where practical, we may agree to adapt the booked services instead of cancelling.

4. Changes to a booking

Changes to dates, times, duration or services are subject to availability and agreement. A material reduction or last-minute change may be treated as a partial cancellation, with any reasonable charge explained.

5. If the freelancer cancels

If I must cancel, I will notify you as soon as reasonably possible. You will not be charged for services I do not provide; any prepaid sums for those services will be refunded in accordance with applicable law and the booking platform's terms.

6. Booking confirmation and disputes

This policy will be supplied before a booking is confirmed. Any disagreement should be raised promptly in writing. For bookings made through TallyHO Temps, the platform may review the booking details and agreed terms under its applicable procedures. This policy does not override statutory consumer rights or the platform's terms.

7. Acceptance

By confirming a booking after receiving this policy, the client acknowledges these cancellation terms, subject to applicable law.

Client name: _____ **Date:** _____

Booking reference (optional): _____