

Cancellations

If you need to cancel a sitter, please notify the office, not the sitter, as soon as possible.

- Cancellations occurring more than 12 hours before a confirmed assignment will not be subject to a cancellation fee.
- Cancellations occurring within 12 hours of the confirmed assignment are subject to a \$25 cancellation fee.
- Cancellations occurring within 2 hours of the confirmed assignment are subject to the full four-hour minimum.
- Cancellations that occur when the caregiver has arrived at the assignment are subject to the full four-hour minimum and gas fee, if applicable.

As a gentle reminder, we are a small company and our sitters depend on the assignments when they come in.