

Booking and cancellation policy

One short policy, stated on the quote and in the booking confirmation. A fee nobody was told about is not a policy, it is a dispute.

1. Booking

A booking is confirmed when we send you a confirmation (email or text) with the date, the arrival window, the call-out fee and hourly rate or quoted price, and anything we need from you (access, power, parking, pets). A deposit of \$_____ or ____% is required for jobs with materials to order and is credited to the final invoice.

2. If you need to change or cancel

NOTICE GIVEN	WHAT HAPPENS
More than 24 hours before the arrival window	No charge. We rebook you at the next available time.
Less than 24 hours	A late-cancellation fee of \$_____ is charged, which reflects the time we could not rebook.
Nobody home or no access when we arrive	The call-out fee of \$_____ is charged. We wait 15 minutes and call you first.
Deposit on a cancelled job with materials ordered	Returnable materials are refunded less any restocking fee charged to us; non-returnable materials are charged at cost.

3. If we need to change or cancel

If an emergency job or illness means we cannot make the window, we call you as early as we can and offer the next available slot. If we cancel with less than 24 hours notice, no call-out fee applies to the rebooked visit.

4. Weather and site conditions

Outdoor work stopped by weather is moved to the next suitable day at no charge. If we arrive and the site is not ready as agreed (power off, area not cleared, consent not issued), the call-out fee applies and we rebook.

The fees above are set to reflect our genuine costs, not to penalise. Since 16 August 2022 the unfair contract terms rules in the Fair Trading Act 1986 cover consumer contracts and standard-form small trade contracts under \$250,000 a year; a cancellation term that goes beyond protecting the business's legitimate interests can be declared unfair and unenforceable. Checked 9 October 2026. This is a template, not legal advice.

Customer acknowledgement
(signature or email reply) _____
Date _____

Business _____
Date _____

Booking confirmation, reminder and cancellation messages

Replace the brackets, send as written. Every message states the window and the price; the cancellation policy is one line and a link.

Booking confirmation · sent the day the booking is made

Subject: Booked: [job] at [street name] on [day, date], [window]

Hi [first name],

You are booked for [job] on [day, date], arriving between [8.00 and 8.30am]. [Tradesperson's first name] will be doing the work.

Price: [fixed quote \$X incl GST / call-out fee \$X plus \$X per hour incl GST, as discussed]. Please have [power on / the area clear / parking available / pets secured].

If you need to change the time, reply to this message with at least 24 hours notice and there is no charge. Our full booking and cancellation policy: [link].

[Your name], [Business], [phone]

Reminder text · the afternoon before

Subject: Text

Hi [first name], reminder that [Business] is booked for [job] tomorrow between [window]. Reply YES to confirm or call [phone] if anything has changed. Thanks, [your name].

Running late · sent before the window starts, never after

Subject: Text

Hi [first name], [your name] from [Business]. The job before yours has run over; I now expect to arrive about [time]. Sorry for the change. If that no longer works, reply and we will rebook at no charge.

Customer cancels with notice · reply within the hour

Subject: Rebooking your [job]

Hi [first name],

No problem, thanks for letting me know in time. The next slots I have are [option 1] and [option 2]; reply with whichever suits and I will confirm. No charge for the change.

[Your name]

Late cancellation or no access · same day, polite, fee stated

Subject: Today's visit to [street name]

Hi [first name],

We arrived at [time] for the [job] booked today and were not able to get in [or: received your cancellation at [time] this morning]. As set out in the booking confirmation, a [late-cancellation fee / call-out fee] of \$[X] applies; the invoice is attached. I would still like to get the job done: the next available times are [options].

[Your name], [Business]

We cancel · as early as possible, with the fix

Subject: Change to [day]'s booking

Hi [first name],

I am sorry: an emergency job [or illness] means we cannot make [day]. The earliest I can offer is [option 1] or [option 2]. The call-out fee will not apply to the rebooked visit. Please reply with the time that suits.

[Your name]

Across 20,286 publicly posted reviews of NZ electricians, plumbers and painters, punctuality is praised in 40 to 44% of positive reviews and not turning up is a top-three complaint theme in negative reviews (about 4 to 5%). Confirming, reminding and warning early are the three messages that move a customer from one list to the other.