

Cancellation & No-Show Policy – Parenting Genie

At Parenting Genie, we value our clients' time and our service providers' availability. This Cancellation and no-show Policy ensures clarity and fairness for all parties involved in scheduled appointments.

1. Cancellations by Clients

Clients may cancel their appointment up to 2 hours before the scheduled start time without incurring any penalties.

Cancellations made less than 2 hours before the session will not be eligible for a refund or rescheduling, except in cases of emergency (to be assessed at Parenting Genie's discretion).

2. No-Show Policy

If a client does not attend a session and fails to provide notice at least 2 hours in advance, the session will be marked as a "No-Show."

No refunds or rescheduling will be provided for No-Shows.

3. Cancellations by Service Providers

If a provider needs to cancel or reschedule a session, they must notify the Parenting Genie Admin team as soon as possible.

In such cases, the session will either be rescheduled at a mutually convenient time or reassigned if necessary.

4. Compensation

If a client cancels with less than 2 hours' notice or does not attend a session, the provider will still receive their portion of the agreed fee.

5. Emergency Exceptions

Parenting Genie understands that emergencies can arise. If the client or the provider experiences an emergency, the case will be reviewed individually, and rescheduling will be considered where appropriate.

You acknowledge and agree to this Cancellation & No-Show Policy by working with Parenting Genie.