

Policy templates

Copy, customize, and publish wording for different appointment-based businesses.

YOUR LOGO

Replace this box

How to use this pack

Choose one core policy that matches your business. Replace every highlighted bracketed field, then add only the optional clauses you need. Use the short versions on booking pages, reminders, and signs so clients see the same terms at each step.

Before publishing

This is general template wording, not legal advice. Review the final policy for local consumer, healthcare, accessibility, payment, tax, and industry requirements. Make sure your booking and payment process clearly presents the policy before a client confirms.

Customization checklist

Review	Replace or confirm
Business details	[Business name], [phone], [email], [booking link]
Timing	[notice period], [grace period], [late arrival minutes]
Charges	[fee amount], [percentage], [deposit amount], [refund or credit terms]
Changes	[rescheduling limit], [cancellation methods], [cutoff time]
Exceptions	[emergency exceptions], [weather policy], [provider cancellation terms]
Acceptance	[checkbox wording], [signature method], [effective date]

General 24-hour cancellation policy

Best for salons, tutors, coaches, repair services, and other one-to-one appointments.

[Business name] appointment cancellation policy

Effective **[effective date]**

We reserve time specifically for each client. If you need to cancel or reschedule, please provide at least **[24 hours]** notice by **[approved cancellation methods]**.

Cancellations or rescheduling requests received with less than **[24 hours]** notice may be charged **[fee amount or percentage]**. Missed appointments without notice may be charged **[no-show fee or percentage]**.

If you arrive more than **[late arrival minutes]** minutes late, we may need to shorten, reschedule, or cancel the appointment so later appointments can begin on time. Any applicable charge will be **[late-arrival terms]**.

We understand that unexpected situations occur. We may waive or adjust a charge for **[emergency exceptions]**. Please contact us as soon as reasonably possible.

If **[Business name]** cancels your appointment, you may choose **[reschedule, refund, or credit options]**.

By booking, you confirm that you have reviewed and accepted this policy. Questions or cancellation requests can be sent to **[phone]**, **[email]**, or **[booking link]**.

Suggested booking acknowledgment

☐ I have read and agree to the cancellation, rescheduling, late-arrival, and no-show terms shown above.

Deposit-based service policy

Best for high-value, preparation-heavy, or limited-capacity services.

[Business name] deposit and cancellation policy

A deposit of **[deposit amount or percentage]** is required to reserve your appointment. The deposit will be **[applied to the final balance / treated as a booking fee]**.

You may cancel or reschedule up to **[notice period]** before the appointment. If you provide the required notice, your deposit will be **[refunded / transferred once / credited for a set period]**.

If you cancel or request a change after the cutoff, the deposit will be **[retained / converted to a partial credit / handled as described]**. A replacement deposit may be required before another appointment is booked.

If you do not attend and do not contact us, the deposit will be **[retained]**. Any remaining appointment balance will be handled according to **[additional no-show terms, if any]**.

You may transfer a deposit to another date **[number]** time(s), provided each request is made before the cancellation cutoff. Credits expire **[credit expiry period]** after the original booking date.

Exceptions may be considered for **[emergency exceptions]**. If **[Business name]** cancels, you may choose a full deposit refund or a transfer to a new date.

By paying the deposit, you confirm that you have reviewed and accepted these terms. Contact **[phone or email]** with questions before payment.

Payment wording to verify

Describe the charge consistently as a deposit, booking fee, retainer, or prepayment. Confirm that the selected wording matches how the payment is actually handled and any rules that apply in your location.

TEMPLATE 3

Flexible cancellation policy

Best for businesses that prefer reminders and easy rescheduling instead of fees.

[Business name] flexible appointment policy

Plans can change. If you need to cancel or reschedule, please let us know as early as possible through **[approved cancellation methods]**. There is no fee when you cancel before **[cutoff time]**.

If you miss an appointment or cancel after the cutoff, we will **[send a reminder / ask you to confirm future bookings / require a deposit for the next booking]**.

After **[number]** late cancellations or missed appointments within **[time period]**, future appointments may require **[deposit amount]** or prepayment. We will explain any requirement before you book again.

If you are running late, contact us at **[phone]**. We will try to accommodate you, but your appointment may be shortened or moved to protect the next client's reserved time.

If we need to cancel, we will contact you promptly and offer **[priority rescheduling / refund / credit]**.

Thank you for helping us keep appointments available for everyone.

TEMPLATE 4

Healthcare or wellness appointment policy

Use considerate language and have the final version reviewed for your professional and local requirements.

[Practice name] appointment change and missed-visit policy

Please provide at least **[notice period]** notice if you need to cancel or reschedule. Contact us through **[approved cancellation methods]**. Do not include sensitive health information in unsecured messages.

A late cancellation or missed appointment may result in **[fee amount or nonfinancial consequence]**, where permitted and appropriate. The charge is **[not billed to insurance / handled according to applicable billing rules]**.

We consider urgent illness, emergencies, transportation disruptions, accessibility needs, and other circumstances on a case-by-case basis. Contact the practice as soon as possible so we can discuss available options.

If you arrive more than **[late arrival minutes]** minutes late, the clinician may need to shorten or reschedule the visit. Decisions will consider safety, clinical needs, and the remaining appointment time.

This policy does not replace instructions for urgent or emergency care. For urgent help, follow **[practice urgent-care instructions]**. For an emergency, use the emergency service appropriate to your location.

TEMPLATE 5

Professional services and consulting policy

Best for advisory, coaching, legal, finance, design, and other reserved professional time.

[Business name] meeting cancellation policy

Sessions are reserved exclusively for you. You may cancel or reschedule without charge by giving at least **[notice period]** notice through **[approved cancellation methods]**.

A request received after the cutoff may be charged **[fee amount, percentage, or minimum billing increment]**. A missed session may be charged **[no-show terms]**.

Preparation already completed before a cancellation may be billed under **[engagement agreement or scope terms]**. Any such amount will be explained on the invoice.

You may reschedule **[number]** time(s) without an additional charge when notice is provided. Further changes may require a new booking or deposit.

If technology prevents a virtual session from starting, both parties will attempt to reconnect for **[grace period]**. If the issue cannot be resolved, the session will be **[rescheduled / credited / handled under specified terms]**.

If **[Business name]** cancels, no cancellation fee applies and any prepaid session amount will be **[refunded or credited]**.

This cancellation policy supplements the signed service agreement. If there is a conflict, **[identify which document controls]**.

TEMPLATE 6

Classes, workshops, and group bookings policy

Best for capacity-limited sessions, team bookings, and events with waitlists.

[Business name] group booking cancellation policy

Your booking reserves **[number]** place(s) for **[class, workshop, or event]**. Cancellations received by **[date and time or notice period]** are eligible for **[refund, credit, or transfer terms]**.

After the cutoff, payment is **[nonrefundable / partly refundable / transferable only]** because staffing, materials, and space are confirmed in advance.

You may transfer your place to another person by notifying us at **[contact method]** before **[transfer cutoff]**. The substitute participant must meet **[age, safety, consent, or eligibility requirements]**.

If minimum attendance is not reached or we cancel the session, you may choose **[full refund / credit / transfer]**. We are not responsible for **[clearly defined excluded costs, if lawful and appropriate]**.

For private groups, the organizer is responsible for communicating these terms to participants and for paying any balance due by **[payment deadline]**.

Mix and match clauses

Add only the clauses that match your service, operations, and approved payment process.

Late arrival

If you arrive more than **[minutes]** minutes late, we may shorten or reschedule the appointment. The original fee will be **[charged in full / adjusted / credited as described]**.

Same-day changes

A same-day request to move an appointment is treated as **[a cancellation / one permitted transfer / a late change subject to fee]**.

No-shows

If you do not attend and do not contact us, **[fee or consequence]** applies. Future bookings may require **[deposit or prepayment]**.

Courtesy waiver

We may waive the charge for the first late cancellation or missed appointment. A waiver is discretionary and does not change the policy for future bookings.

Emergency exception

We may waive or reduce a charge for **[defined emergency circumstances]**. Please contact us as soon as reasonably possible. Supporting information will be requested only when appropriate and permitted.

Weather and disruption

If severe weather, transport disruption, or another event makes attendance unsafe or impractical, we will offer **[remote service / transfer / credit / refund]** under **[specific conditions]**.

Provider cancellation

If we cancel, you will not be charged a cancellation fee. Any prepaid amount will be **[refunded / credited / transferred]**, and we will offer the next suitable availability.

Repeated cancellations

After **[number]** late cancellations or missed appointments in **[time period]**, we may limit advance bookings or require **[deposit, prepayment, or manager approval]**.

Payment authorization

If a fee applies, the payment method provided at booking may be charged only as described in the accepted booking terms and in accordance with applicable payment rules.

Policy disputes

To ask about a charge, contact **[name or team]** at **[email or phone]** within **[number]** days. We will review the booking record and respond within **[timeframe]**.

Website and booking page

Please cancel or reschedule at least **[notice period]** before your appointment. Changes after that time may incur **[fee or consequence]**. By booking, you agree to our full cancellation policy: **[policy link]**.

Confirmation email

Your appointment is confirmed for **[date]** at **[time]**. Need to make a change? Please cancel or reschedule by **[cutoff date and time]** using **[link or contact method]**. After that point, **[fee or consequence]** may apply. Full policy: **[policy link]**.

Reminder SMS

[Business name]: Reminder for **[date]** at **[time]**. Change by **[cutoff]** at **[short link]** to avoid **[fee or consequence]**. Questions: **[phone]**.

Sign or reception notice

Appointments are reserved for you. Please give **[notice period]** notice to cancel or reschedule. Late changes and missed appointments may result in **[fee or consequence]**. Ask our team for the full policy.

Implementation checklist

- Use the same notice period, fee, and exception language everywhere.
- Show the policy before the client confirms or pays.
- Add an acknowledgment checkbox or signature where appropriate.
- Send the cancellation cutoff in confirmation and reminder messages.
- Give clients an easy, documented way to cancel or reschedule.
- Train staff on exceptions, waivers, and escalation steps.
- Record policy acceptance and cancellation communications securely.
- Review the policy after operational changes and at least once a year.

Final approval

Policy owner

[Name and role]

Approved on

[Date]

Next review

[Date]