



Bay Area/Contra costa

services@luxenclean.com

www.luxenclean.com

925-532-7675

CANCELLATION POLICY

1. Purpose

This policy outlines the guidelines that apply when canceling, rescheduling, or modifying services contracted with Luxen Clean. Its purpose is to ensure a fair, efficient, and professional process for both our clients and our cleaning team.

2. Scope

This policy applies to all cleaning services booked directly with Luxen Clean within the State of California, whether through our website, social media, phone call, or personalized quote.

3. Client Cancellations or Rescheduling

I. Advance Notice

- Cancellations or rescheduling requests must be made at least 24 hours in advance of the scheduled service time.
- If the request is made less than 24 hours in advance, a cancellation fee equal to 30% of the total service amount may apply.

II. Same-Day Cancellations

- If the cancellation occurs on the day of the appointment, or if our staff arrives at the property and cannot access or perform the service, a fee equal to 50% of the total service amount will be charged to compensate for time and travel.

III. Rescheduling

- Clients may reschedule one time at no cost if the request is made more than 24 hours in advance.
- Multiple rescheduling requests or those made within 24 hours will be subject to availability and may incur additional charges.



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4. Cancellations or Rescheduling by Luxen Clean

- In exceptional cases (severe weather, staff emergencies, unsafe conditions, or force majeure), Luxen Clean reserves the right to reschedule the service, notifying the client as early as possible.
- In such cases, the client may choose to reschedule at no additional cost or request a full refund if payment was made in advance.

5. Refunds

- If the client prepaid and cancels more than 24 hours before the scheduled service, 100% of the payment will be refunded.
- If the cancellation is made within the non-refundable window, the refund will be adjusted according to the percentages stated in Section 3.
- Refunds will be processed within 5 to 10 business days, depending on the payment method.

6. No-Shows / Client Absence

- If the client is not present or access is not available within the first 15 minutes of the scheduled start time, and the service cannot be performed, it will be considered a no-show cancellation and the corresponding 50% fee will apply.

7. Special Cases

- Clients with subscriptions or recurring service plans may have customized cancellation terms (such as 48-hour notice windows or automatic adjustments).
- These exceptions will be specified in the individual contract or maintenance plan.



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8. Contact for Cancellations

Cancellations or rescheduling requests must be submitted through one of the following:

-  Phone or Text Message: +1 (925) 532-7675
-  Email: services@luxenclean.com
-  Website: www.luxenclean.com (contact form or client account)

9. Legal Compliance

This policy complies with the consumer protection requirements of the State of California, including California Civil Code §1723, and any applicable regulations for service-based businesses.

Luxen Clean reserves the right to update or modify this policy as required by law or operational needs.

10. Acceptance

By booking any of our services, the client acknowledges that they have read, understood, and accepted this Cancellation Policy.