

SPECTRUM

SECURITY SERVICES LTD



111 MAGDALEN STREET, COLCHESTER CO1 2LF 01206 793915
spectrumsecurity@live.com

ALARM SERVICE CUSTOMER APPOINTMENT CANCELLATION POLICY

48 HOUR CANCELLATION POLICY FOR APPOINTMENTS

Your appointment is very important to the team members at Spectrum Security Services Ltd. Your appointment is reserved especially for you and, while we understand that sometimes scheduled adjustments are necessary, we respectfully request at least 48 hours' notice for cancellations.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive our services. We will confirm your appointment with you, by phone, on the Friday before, because we know how easy it is to forget an appointment booked weeks ago.

CANCELLATION FEES

Since the service is reserved for you personally, a cancellation fee will apply if you fail to give at least 48 hours' notice that you will not be available at the scheduled appointed day/time.

- Less than 48 hours' notice will result in a charge equal to 50% of the cancellation fee (£15.00 plus vat)
- 'No shows' will be charged 100% of the cancellation (£30.00 plus vat)

The cancellation policy gives us the time to inform our other customers of any availability and keeps our service engineers schedules filled. Our aim is to provide you with an excellent level of service and our policies help us to achieve this. Thank you for viewing and supporting our policies criteria.

APPOINTMENT CONFIRMATION VIA PHONE

As a courtesy, we will call and confirm your appointment by phone (in advance on the Friday before). However, if we are unable to reach you, and can only leave a message, please understand that it is your responsibility to remember your appointed dates and times to avoid late arrivals, missed appointments and the cancellation fee.

Thank you for your understanding,

Spectrum Security Services Ltd

01206 793915