

# Client cancellation

## POLICY AND PROCEDURE

### 1. Purpose

The purpose of the Client cancellation Policy is to provide clear guidelines and responsibilities for clients, employees and service providers when a client cancels a service with Subee Newlake.

This policy is effective from

### 2. Definition

For the purposes of this policy, Cancellation of a Service refers to a scheduled service being cancelled at the request of the client

### 3. Procedure

#### 3.1 Clients

All clients have a signed Service Agreement which outlines cancellation of service conditions

Clients can choose to cancel their scheduled service at anytime as per their Subee Newlake Service Agreement.

In most cases, cancellation of services within 48 hours will occur 100% service fee charged.

Cancellation of services prior to 48 hours does not occur a fee.

#### 3.2 Rosters

Where an employee is rostered to provide services to a client and those services are cancelled for a specific shift the following will apply:

- (a) Subee will take all reasonable steps to notify the employee of the change in client service arrangements.
- (b) Where the employee is advised before 3.00pm on the day proceeding the service, that the service has been cancelled and no longer required, Subee can redirect them to attend another client or cancel the service completely. In the event that the service is cancelled as described in this paragraph, then no payment shall be made to the employee for the cancelled service.
- (c) Where the employee is advised after 3.00pm on the day proceeding the service, that the service has been cancelled or is no longer required, Subee will use their best endeavours to find alternative work for the employee on that day and may redirect the employee to attend another client. No additional payment shall be made to the employee providing the new client is in reasonable proximity to the original client.
- (d) Where the employee is advised after 3.00pm on the day proceeding the service that the service has been cancelled or is no longer required, and Subee cannot provide another client in accordance with the provisions outlined in paragraph 3.2 (c), then the employee will be entitled to payment for the cancelled shift at the ordinary rate.

### 4. Review

This policy will be reviewed annually as part of Subee's internal auditing program in consultation with rosters and with any feedback received from clients and employees.

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