

Booking and Cancellation Policy

Thank you for choosing Popin Graphics. As we move into the confirmation and sign-off stage of your booking, please take a moment to review our cancellation policy:

1. Cancellations Within 2 Working Days:

- If a booking is cancelled within 2 working days of the agreed appointment time, a charge of £250 + VAT will apply.
- This fee will only be charged if we are unable to reallocate the time slot to another project.

2. Why This Policy is Necessary:

- **Specific Time Slots:** We work to carefully scheduled time slots to ensure efficient operations. When vehicles do not arrive as scheduled, it can disrupt team availability, resource planning, and other bookings.
- **Lost Labour:** Late cancellations often result in lost time for our skilled team, which could otherwise have been allocated to other projects.
- **Preparation Costs:** Many projects require advance preparation, including ordering and printing materials and scheduling labour, which involves upfront costs. Cancellation of bookings at short notice often doesn't allow us to have sufficient time to prepare alternative work.
- **Industry Standards:** Similar policies are standard across professional industries & trades, to mitigate losses due to short-notice cancellations.

3. How We Handle Cancellations:

- We encourage clients to notify us of any changes as early as possible.
- If we can reallocate the time slot to another client, the cancellation fee will not apply.

By signing this document, you confirm that you have read and understood our cancellation policy and agree to its terms.

We appreciate your understanding and look forward to completing your project to the highest standard. Should you have any questions, please don't hesitate to contact us.

Signed:

Date: