fynl.io

FREE TEMPLATE

# No-show and late cancellation policy template

Seven short parts with blanks to fill in, and a checklist for showing it at booking.

*General information, not legal advice. Rules on cancellation fees and deposits vary by place and industry; check yours.*

## [Business name]: appointments, cancellations and no-shows

**1. Changing or cancelling**

Please give at least _____ hours' notice to cancel or move an appointment. Use the link in your confirmation email, or call _____.

**2. What counts as a late cancellation or no-show**

Cancelling with less than _____ hours' notice is a late cancellation. Not arriving and not cancelling is a no-show.

**3. Running late**

If you are more than _____ minutes late we may need to shorten your appointment or treat it as a no-show if it cannot go ahead.

**4. What happens**

☐ No charge. We'll get in touch to rebook.

☐ A deposit of $_____ / _____% is paid when you book. It comes off your bill, and is kept for a no-show or late cancellation.

☐ A fee of $_____ / _____% of the appointment is charged for a no-show or late cancellation.

**5. Exceptions**

We understand emergencies happen. Contact us and we will waive the _____ for genuine emergencies and illness.

**6. Repeat no-shows**

After _____ no-shows, we will ask for _____ (full payment / a deposit) to book future appointments.

**7. Reminders**

We send a reminder _____ before your appointment, with a link to reschedule or cancel.

## Roll-out checklist

- [ ] Notice period matches my real refill time
- [ ] Fee or deposit checked against local and industry rules
- [ ] Shown on the booking page with a tick box to accept
- [ ] In the confirmation and reminder emails
- [ ] Existing clients told before it applies to them

---

The full guide, with the video: fynl.io/blog/no-show-policy-template/

Free calculator: fynl.io/no-show-rate-calculator