**In Trusting Hands Services**

**Cancellation Policy**

As an agency we believe we are working with a team of dedicated providers. For that reason we have a cancellation policy in place. A family can cancel a provider service at any time, but if they cancel with less than 24 hours notice we automatically charge them a cancellation fee equivalent to 2 hours of the provider time.

If the care provider has to cancel without 24 hours notice and we can’t find a replacement you will not be charged for services. Our cancellation policy helps us to have a pool of providers that is willing and able to work with families and even commit to last minute service requests from our families.