

24H CANCELLATION POLICY



Your assignments are very important to the Collision Academy team. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hours notice for cancellations of assignments.

Please understand that when you forget, cancel, or change your assignment without giving enough notice, we miss the opportunity to fill that assignment, and if in-process, service fees will be applicable. Therefore, we have a strictly enforced 24 hours cancellation and rescheduling policy.

Please note, as of [Date of purchase] the following cancellation / missed appointment policy is in effect:

1. Confirmation of assignment

Clients purchase an assignment with the allowance to pursue their claim. The right to represent contract are set up through docusign in the Collision Academy system. This contract is sent out within 24 hours of purchase before the assignment handling begins.

We confirm by email or text message from our online assignment scheduling software because we know how easy it is to forget. From this confirmation email, you have the option of the following at no charge:

- Confirm your assignment;
- Reschedule/change/modify your assignment;
- Cancel your assignment from your;

- Inform by email to any changes or problems;
- Call our customer service department.

Please understand that it is your responsibility to inform of any changes within the assignment, which result in a cancellation fee. Not receiving an electronic notification of your appointments from us more than a day of signing the contract is not sufficient reason to cancel. Clients are responsible to keep or cancel their assignment regardless of whether they receive a reminder or not.

If you are uncertain when your assignment with Collision Academy is, please contact us to check or login to your profile where your upcoming appointments are listed.

2. Cancellation of appointment

A full 24-hour notice is required for cancelling assignments. Clients may contact Collision Academy directly to cancel or login to their account in the online booking app or just by responding to the email or text message reminder.

Clients may access their account via the client login link in the sidebar of app or direct email to office@Collision.Academy the assignment is purchased.

Also, please note that if you cancel 24 hours before the appointment, the following fees will apply:

- With less than 24 hours before your appointment time, you will be billed for 50% of the cost of your assignment. This also applies to same-day bookings which are subsequently cancelled.
- With less than 12 hours before your appointment time, you will be billed for 75% of the cost of your appointment. This also applies to same-day bookings which are subsequently cancelled.
- Clients who fail to show up for a scheduled appointment (“no show”) are billed for the full cost of their scheduled appointment.

Missed appointments and late cancellations are payable via cash, cheque, e-transfer or PayPal.

3. Late fee

Assignments do not contain an expiration as they are contingent to a 3rd party.

4. Valid reasons for cancelling an appointment

There is a range of valid reasons for cancelling an appointment. In order to be consistent with all clients, cancellation fees will only be waived in the event of a medical emergency requiring urgent professional treatment, a death in the family or a natural disaster.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, insurance denial or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or charges will apply.

5. Cancelling by Collision Academy

Collision Academy stands by our policies. For the sake of fairness to our customers, if Collision Academy cancels your appointment within 24 hours, your next appointment will be reduced by 50%. If we cancel your appointment with less than 12 hours, your next appointment is at 75% off. In the unlikely event that a member of our staff does not show up for your appointment, your next appointment will be free of charge.