



## HEARTH CANCELLATION POLICY

Hearth requires a minimum of 24 hours' notice if you need to cancel or reduce the hours of a scheduled shift. If this notice is not provided the cancellation policy will apply:

24 hours - 0 hours prior to shift:

Full original shift fee charged

*Any cancellation or shift time reductions must be communicated to your Relationship Manager or the Hearth office 24 hours prior to the shift commencement time, otherwise the full scheduled shift time will be charged, and the support worker paid for the full shift.*

*If ongoing shifts are regularly cancelled, we cannot guarantee the availability of chosen support worker on an ongoing basis.*