CANCELLATION AND NO-SHOW POLICY

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1. About This Policy

This Cancellation and No-Show Policy (this "Policy") explains what happens when a confirmed Job on the JobsWorkers platform is cancelled or when a party fails to appear. It applies to both Clients (users of the "Jobs" app) and Providers (users of the "Jobs Workers" app).

This Policy is part of, and incorporated into, the JobsWorkers Client Terms of Service and the JobsWorkers Provider Terms of Service (together, the "Terms"). It summarizes and applies the rules set out in Section 10 of the Client Terms and Section 11 of the Provider Terms. If there is any conflict between this Policy and the Terms, the Terms control.

Three rules apply throughout: (a) a justification is always required to cancel a confirmed Job; (b) cancellation windows are measured against the Job's scheduled start time; and (c) this Policy covers cancellations, no-shows and completion — the consequences of identity misrepresentation are governed by Section 12 of the Client Terms and Section 13 of the Provider Terms, and quality disputes by Section 13 of the Client Terms and Section 14 of the Provider Terms.

Who travels depends on where the Job takes place. A Job happens either at the Client's location or at the Provider's work location, and the party who has to travel to the other is the one whose arrival is tracked and who can be reported as a no-show. Everywhere this Policy refers to arriving, being en route, or failing to appear, it means the travelling party — which may be the Provider or the Client. The waiting party is the one the Platform asks whether to keep waiting or cancel.

A date change is not a cancellation: a Client may request a one-time change to a confirmed Job's date and time under Section 9.2 of the Client Terms, and a Provider may propose changes to the price, duration, or (once, before the Job has started) the date under Section 10 of the Provider Terms — in each case taking effect only if the other party accepts.

2. The Reserve, in One Minute

When a Client confirms a Quote and pays by card, the Platform charges the Reserve at that moment — an amount equal to the Commission, which is twenty-three percent (23%) of the Gross Amount of the Job. The Reserve secures the engagement for both sides; this Policy determines where it goes if the Job is cancelled or a party does not appear.

For cash-paid Jobs, no Reserve is pre-charged; the equivalent amounts are settled as described in Section 8.4 of the Client Terms and Section 9.6 of the Provider Terms (for example, a Client's unpaid Reserve after a no-show, or after a cancellation within 48 hours, is charged to a card the Client must add, and Provider fines are debited from the Provider's Wallet).

3. Quick Reference

The table below summarizes the consequences. Full details, including how amounts are credited, follow in Sections 4 and 5.

Timing	If the CLIENT cancels	If the PROVIDER cancels
More than 48 hours before the start time	No penalty. The full Reserve is refunded to the Client's Balance.	No fine. The Client's Reserve is refunded to the Client.

Between 48 and 24 hours before the start time	50% of the Reserve is refunded to the Client's Balance; the other 50% goes to the Provider. For cash-paid Jobs, 50% of the Reserve is charged to a card the Client must add.	The Reserve is refunded to the Client, plus a fine equal to 50% of the Reserve is debited from the Provider and credited to the Client.
Less than 24 hours before the start time	The Provider retains the full Reserve (100%). For cash-paid Jobs, the full Reserve is charged to a card the Client must add.	The Reserve is refunded to the Client, plus a fine equal to 100% of the Reserve is credited to the Client, plus an automatic one-star (1★) review on the Provider's profile.
Failure to appear (reported after the waiting tolerance in Section 6.1)	The Provider retains the full Reserve and an automatic 1★ review is recorded on the Client's profile. For cash-paid Jobs, the unpaid Reserve is charged to a card the Client must add.	Treated as a less-than-24-hours cancellation: Reserve refunded to the Client, 100% fine credited to the Client, and an automatic 1★ review on the Provider's profile.
Immediate Jobs	The amount that goes to the Provider is scaled to the Provider's progress: 25% of the Reserve after confirmation, 50% while en route, and 100% after arrival.	The fine is scaled to the Provider's progress: 25% of the Reserve after confirmation, 50% while en route, and 100% after arrival.

4. If You Are a Client

4.1 Cancelling a confirmed Job

(a) More than 48 hours before the start time: no penalty. Your Reserve is refunded to your Balance.

(b) Between 48 and 24 hours before the start time: fifty percent (50%) of the Reserve is refunded to your Balance, and the other fifty percent (50%) goes to the Provider.

(c) Less than 24 hours before the start time: the Provider retains the full Reserve.

For Immediate Jobs, the amount that goes to the Provider is scaled to the Provider's progress at the moment you cancel: twenty-five percent (25%) of the Reserve after confirmation, fifty percent (50%) once the Provider is on the way, and one hundred percent (100%) once the Provider has arrived.

For cash-paid Jobs, where no Reserve was pre-charged, a cancellation under (b) or (c) is settled as described in Section 8.4 of the Client Terms: the amount that goes to the Provider — fifty percent (50%) of the Reserve under (b), or the full Reserve under (c) — becomes a debt on your account, and you must add a card before you can confirm another Quote.

4.2 If you fail to appear

If you fail to appear for a confirmed Job — whether by not giving access at your location or not arriving at the Provider's work location — the Provider may, through an authenticated account and after the waiting tolerance in Section 6.1, report the no-show and cancel the Job. If the report passes the Platform's state and time controls, the Provider retains the full Reserve and an automatic one-star (1★) review is recorded on your profile. Section 6.2 never creates that review. For cash-paid Jobs, the unpaid Reserve becomes a debt on your account: before you can confirm another Quote you must add a card and the pending amount is charged to it (Section 8.4 of the Client Terms).

4.3 If the Provider cancels or does not appear — your remedies

(a) More than 48 hours before the start time: your Reserve is refunded to your Balance. (b) Between 48 and 24 hours before the start time: your Reserve is refunded to your Balance, and a fine equal to fifty percent (50%) of the Reserve is debited from the Provider and credited to your Balance.

(c) If the Provider cancels through the Provider's authenticated account less than 24 hours before the start time, or if the Provider fails to appear or perform and you report that failure through your authenticated account after the waiting tolerance and the report passes the Platform's applicable state and time controls: your Reserve is refunded to your Balance, a fine equal to one hundred percent (100%) of the Reserve is debited from the Provider and credited to your Balance, and an automatic one-star (1★) review stating that the Provider cancelled or did not attend is recorded on the Provider's profile. An automatic determination under Section 6.2 does not create this review.

For Immediate Jobs the Provider has accepted, the fine credited to you is scaled to the Provider's progress at cancellation: twenty-five percent (25%) of the Reserve after confirmation, fifty percent (50%) while en route, and one hundred percent (100%) after arrival.

5. If You Are a Provider

5.1 Cancelling a Scheduled Job

(a) More than 48 hours before the start time: no penalty. The Client's Reserve, where pre-charged, is refunded to the Client.

(b) Between 48 and 24 hours before the start time: a fine equal to fifty percent (50%) of the Reserve is debited from you and credited to the Client, and the Client's Reserve, where pre-charged, is refunded to the Client.

(c) Less than 24 hours before the start time, or if you fail to appear or fail to perform the Job: a fine equal to one hundred percent (100%) of the Reserve is debited from you and credited to the Client, and the Client's Reserve, where pre-charged, is refunded to the Client.

5.2 Automatic one-star review

A cancellation you submit through your authenticated account under Section 5.1(c), or a confirmed no-show, generates a one-star (1★) review on your profile stating that you cancelled or did not attend the Job. For this purpose, a confirmed no-show exists only when the waiting Client submits an authenticated report after the tolerance in Section 6.1 and that report passes the Platform's applicable state and time controls; it does not include an automatic determination under Section 6.2. The review is generated by the Platform rather than written by a Client, is identified as such, and counts toward your rating average. It is removed only if an appeal is approved under Section 6.3.

5.3 Cancelling an Immediate Job

For Immediate Jobs you have accepted, the fine is scaled to your progress at the moment of cancellation: (a) after confirmation but before departing — twenty-five percent (25%) of the Reserve; (b) while en route — fifty percent (50%) of the Reserve; (c) after arrival — one hundred percent (100%) of the Reserve; in each case debited from you and credited to the Client.

5.4 If the Client cancels — your compensation

If the Client cancels a confirmed Job: (a) more than 48 hours before the start time, you receive no compensation; (b) between 48 and 24 hours before the start time, you receive compensation equal to fifty percent (50%) of the Reserve; (c) less than 24 hours before the start time, or if the Client fails to appear, you receive compensation equal to one hundred percent (100%) of the Reserve. Compensation is credited to your Wallet. For an Immediate Job, your compensation is instead scaled to your progress at the moment the Client cancels, on the same scale as Section 5.3.

6. Rules That Apply to Everyone

6.1 Waiting tolerance

For a Scheduled Job, neither party may report the other's failure to appear until at least fifteen (15) minutes after the scheduled start time; where the travelling party arrives after that time and the other party is not there, the fifteen (15) minutes run from the recorded arrival instead. After the applicable tolerance, the Platform asks the waiting party whether to continue waiting or to cancel the Job; if the waiting party cancels, the no-show consequences of this Policy apply to the absent party.

An Immediate Job has no scheduled start time, so the tolerance depends on who is absent and on the stage the Job has reached. While the travelling party has not yet set out, the waiting party may report their failure to appear thirty (30) minutes after the Job was confirmed. Where instead the travelling party has arrived and the other party is not there, that failure to appear may be reported fifteen (15) minutes after the recorded arrival. Once the travelling party has indicated that they are on their way, an Immediate Job is no longer reported as a no-show: if it does not go ahead, it is cancelled under the rules of this Policy and the amounts scale with the progress reached.

6.2 Automatic determination

If a Scheduled Job remains without progress for an extended period after its scheduled start, the Platform may automatically record the Job as a no-show and assign responsibility based on the recorded state of the Job, applying the corresponding financial and Job-status consequences of this Policy. An automatic determination does not create a review or affect either party's rating. A no-show one-star review is created only after an authenticated report by the waiting party following the tolerance in Section 6.1, if that report passes the Platform's applicable state and time controls.

6.3 Appeals

If you were penalized under this Policy and you believe the penalty was recorded in error, or the cancellation or absence was caused by circumstances genuinely beyond your control, you may submit an appeal through the Platform. Appeals are reviewed by JobsWorkers support on a case-by-case basis. If approved, the penalty is reversed by a corrective adjustment and any automatic one-star review is removed. Support's determination is final within the Platform, subject to the dispute-resolution provisions of the applicable Terms.

6.4 How amounts are credited and collected

Amounts in favor of a Client are credited to the Client's Balance for use on the Platform and are not returned to the original payment method, except where applicable law or the payment card network rules require otherwise (Section 8.6 of the Client Terms). Amounts in favor of a Provider are credited to the Provider's Wallet (Section 9.6 of the Provider Terms). Fines owed by a Provider are debited from the Provider's Wallet and, if the balance is insufficient, collected under Section 9.6 of the Provider Terms.

Amounts a Client owes are handled under Section 8.6 of the Client Terms, including the restriction on confirming new Quotes until settled.

6.5 Liquidated damages

The amounts retained, debited, or credited under this Policy are liquidated damages: a reasonable, good-faith pre-estimate of the losses that a late cancellation or failure to appear causes to the affected party and to the Platform, and not a penalty, as set out in Section 10.8 of the Client Terms and Section 11.9 of the Provider Terms.

6.6 Cancelling to transact off the Platform

Cancelling a Job, or encouraging its cancellation, in order to arrange the same services off the Platform and avoid the Commission is a material breach of the Terms (Section 16.3 of the Client Terms; Section 16.4 of the Provider Terms) and may lead to suspension or termination of the account and recovery of the Commissions avoided.

6.7 Blocking is not cancelling

Blocking another user does not cancel a Job already confirmed with them, and does not release either party from this Policy. If you want out of a confirmed Job, cancel it — the consequences above apply. If the problem is the other person's conduct, report it through the application: JobsWorkers acts on reports of objectionable content within twenty-four (24) hours, except where circumstances outside our reasonable control prevent it, and a cancellation that follows a report is assessed on its own facts.

6.8 Cancellation because a category becomes unavailable

The service categories available on the Platform vary by jurisdiction, and JobsWorkers may withdraw a category from a jurisdiction — including immediately, where legal compliance requires it. If that happens while a Job in that category is already confirmed there, the Job may be completed, except where JobsWorkers determines that completing it would be inconsistent with applicable law. Where JobsWorkers cancels a confirmed Job for that reason, nothing in this Policy applies to it: the Client's Reserve is refunded in full to the Client's Balance, no penalty or compensation is charged or paid to either side, and no automatic one-star review is recorded against anyone — because neither party is at fault. This is set out in Section 7.7 of the Client Terms and Section 7.5 of the Provider Terms.

7. Completion Recorded Without Your Confirmation

This Section is addressed to the Client, and sets out when a Job is treated as complete even though the Client has not confirmed it. It is separate from the automatic determination in Section 6.2: that Section decides who is responsible for a Job that did not go ahead, and it never treats a Job as complete. Being treated as complete under this Section is the event that makes the Net Amount payable to the Provider under Section 9.3 of the Provider Terms.

Completion recorded without your confirmation. Where the Provider has recorded that they arrived and that the Job is complete, and you have not confirmed or raised an issue, JobsWorkers notifies you that the Job has been recorded as complete and tells you the amount that will be charged. **You have forty-eight (48) hours from that notice to confirm, or to tell us the Job was not completed or was not completed properly.**

If you raise an issue within that period, **no charge is made** while it is reviewed, and Section 13.2 of the Client Terms applies. If you do not, the Job is treated as complete and the Net Amount is charged as described in Section 8.3 of the Client Terms.

This applies only where the Provider recorded both arrival and completion. Where the record does not show that the Provider attended, the Job is not treated as complete and no charge is made; Section 6.2 of this Policy applies instead.

The forty-eight (48) hours run from the notice, not from the Job: a Job may close for Job-status purposes before that period ends, and the charge waits for the period to run.

8. Changes; Language; Contact

JobsWorkers may update this Policy as described in the Terms; material changes are notified at least thirty (30) days in advance and do not apply to Jobs confirmed before their effective date. This Policy is drafted in English, and the English version controls; any translation is provided for convenience only.

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