

Staf Cancellation Policy

We get it, emergencies happen! At some point you may be unable to make it to a confirmed job or need to cancel on the same day. However, not showing up to a job or cancelling same day, puts the host in a tight spot, so this policy ensures that everyone is held accountable.

IMPORTANT: Any confirmed shift CANCELLED *less than* 24 hours before event start time will result in an automatic 2-star rating and review that states "Cancelled day of event".

1. If you (the staff member) do not show up for a confirmed job you will automatically receive a 1 star rating and a review showing "No call / No show"
2. If you (the staff member) cancel a confirmed shift within 24 hours of the event you will automatically receive a 2 star rating and a review showing "Cancelled day of event"

#3 Applies only to your very first confirmed shift on ShortStaf

3. If you...
 - a. Cancel a confirmed job the same day as the event (within 24hrs)
 - b. Do not show up for your confirmed shift at all
 - c. Are more than 2 hours late

You will be banned from applying for any other job on ShortStaf. Think of it like an interview that you just never went to...

If you believe that any of the above has happened in error, you can reach out to us at info@shortstaf.com to file a dispute against the rating. We will then begin the review process to determine if the automatic rating was warranted.

ShortStaf reserves the right to remove Staf accounts that are in violation of our Terms and Conditions and/or Code of Conduct. This includes, but is not limited to, No Call/No Show, excessive tardiness, repeated cancellations, or misconduct on the app or at events.

What to do if you can't make it to your confirmed shift?

Step 1

Immediately cancel yourself for that shift, in the app, and select your reason for cancelling.

This will send an alert to the host that you are no longer available and give ShortStaf an opportunity to try and find your replacement as soon as possible, so your host is not left high and dry.

Step 2

If the event is more than 24 hours away. That's it! No worries, you are good to go, after step 1.

If the event is less than 24 hours away:

This falls under a same day cancelation and you will automatically be given a 2 star rating and a review stating "Cancelled Day of Event".

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