



Staf Cancellation Policy

In the event that a **confirmed and checked-in** Staf has either cancelled for, or not shown up for their position, the following protocol will be followed:

- Any confirmed shift cancelled <24 hours in advance will receive an automatic 2-star rating and a “Cancelled day of event” review.
- If a Staf member is marked by the Host as No Call/No Show, the Staf will receive an automatic 1-star rating and a “No Call/ No Show” review.

If you believe you have received a cancellation rating/review in error, or for review consideration for extraordinary circumstances - please contact info@shortstaf.com

Any disputes opened by a Host will automatically freeze payment funds while the dispute is resolved, up to a maximum of 48 hours. During this time, you will receive an email from ShortStaf letting you know that a dispute has been opened regarding your shift. After your information has been considered, the dispute will be resolved and the funds will be transferred appropriately.

NOTE: ShortStaf disputes will only remain open for 48 hours. If no response is received, you will not be paid for the shift and the Host will be refunded the full amount.

ShortStaf reserves the right to suspend or remove any 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 positions.

UPDATED 11/2020