



IAQC MOLD REMEDIATION  
**PROTOCOL**  
[www.in-doorairquality.com](http://www.in-doorairquality.com)

## Verbal Agreement

**Cancelling a remediation appointment requires a 48 hour notice...**



Scheduling an appointment for remediation gets the ball rolling and is considered a verbal contract between the two parties involved. Cancellation or postponement must be made no later than 48 hours prior to the scheduled time.

The crew must be assembled, parts and product ordered, outside contractors scheduled, dumpsters delivered, air ducts cleaned, and paper work prepared in advance. A lot goes in to preparing for a mold remediation project and most is done behind the scenes.

Cancelling at the last minute not only creates a hardship for the office staff, but now a full day is wasted at a loss for the company and the crew members. Parts and products purchased in advanced can not be returned, and outside contractors such as air duct cleaners, roofers, and even the dumpster service charges a fee for last minute cancellations.

These fees must be reimbursed and will be billed to the customer if not rescheduled or added to the total cost of the remediation price. The costs will vary depending on the fees we incur.

## MOLD REMEDIATION PROTOCOL TIP SHEET