

Cancellation & No-Show Policy

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Empirical (OPC) Private Limited · cloxy.co

Reliability is the heart of a shift marketplace. Businesses plan their day around workers who committed, and workers plan their day - and often turn down other work - around shifts they were hired for. This policy explains what counts as a cancellation, a no-show, and a late arrival on Cloxy, how each is recorded, and what it means for your account.

It applies to workers using the Cloxy Talent app and businesses using the Cloxy Business app, and forms part of the [Terms of Service](#). Read it with the [Worker Terms](#) and the [Business Terms](#).

The short version

Cancel as early as you can, and only before the shift starts - the app will not accept a cancellation after the start time. Every cancellation and no-show is recorded on your account as a violation, with the reason captured.

There is no automated ban: Cloxy staff review accounts with repeated violations and decide what happens, and you can always appeal.

1. What these words mean

Worker cancellation

A hired worker cancels their commitment to a shift before it starts.

Business cancellation

A business cancels a shift it posted, calling off any workers who were hired for it.

No-show

A hired worker never clocks in and the shift ends. The system detects this automatically.

Late arrival

A worker clocks in after the shift's scheduled start time.

Violation

A record on an account noting a cancellation, no-show, or other breach, with the reason captured. Violations inform manual review of the account; they do not trigger automatic penalties.

2. Quick reference

EVENT	RECORDED AS A VIOLATION?	WHAT HAPPENS
Worker cancels before the shift starts	Yes, with the reason you give	The business is notified in the app and can hire a replacement. The violation stays on your record.
Worker tries to cancel after the shift starts	Not possible	The app does not accept cancellations after the start time. If you cannot continue, talk to the business and contact Cloxy support.
Business cancels a shift	Yes, on the business account	Hired workers are notified in the app. Give as much notice as you possibly can.
No-show (hired, never clocked in, shift ended)	Yes, automatically	The system marks the no-show within minutes of the shift ending.
Late arrival	No automated penalty	Lateness is visible in the clock records and repeated lateness can lead to manual review.

3. Worker cancellations

If you are hired for a shift and cannot make it, cancel in the app as early as possible. Two rules apply:

- **Only before the shift starts.** The system enforces this: the app will not accept a cancellation once the shift's start time has passed. If something goes wrong mid-shift - illness, an emergency - talk to the business on site and contact Cloxy support.
- **Every cancellation is recorded.** Each worker cancellation creates a violation on your account, and the reason you give is captured with it. Honest reasons matter: they are what Cloxy staff read if your account is ever reviewed (Section 7).

Cancelling early is always better than cancelling late, and cancelling late is always better than not showing up. A cancellation gives the business a chance to hire a replacement; a no-show does not.

4. Business cancellations

Businesses can cancel a shift, but cancellations hurt workers who arranged their day around the commitment.

- Cancelling a shift is **recorded as a violation on the business account**, with the reason captured.
- **Give as much notice as possible.** Hired workers are notified in the app when a shift is cancelled, but early notice is what lets them find replacement work.
- Repeated cancellations lead to manual review of the business account, exactly as worker violations do (Section 7).

When a business cancels, the hired worker's commitment simply ends - **no violation is recorded on the worker's account**. Workers are never penalised for a business's cancellation.

5. No-shows

A no-show is the most serious reliability failure on the platform: a hired worker never clocks in, and the business finds out only when it is too late to replace them.

- **Detection is automatic.** If a hired worker has not clocked in by the time the shift ends, the system marks the shift as a no-show within minutes of the shift ending - no one has to report it.
- **A violation is recorded** on the worker's account automatically.
- If you believe a no-show was marked in error - for example, your device failed at the venue and you actually worked - raise it with support immediately. Cloxy staff can correct clock records with evidence (Section 8).

No-show detection is one of the few automated decisions on Cloxy; the [Privacy Policy](#) lists all of them.

6. Late arrivals

Our punctuality expectations for workers:

- Plan to arrive **10 to 15 minutes early**. Venues need time to brief you before the work starts.
- **Clock-in opens 10 minutes before** the scheduled start, so arriving early costs you nothing.
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If you are running late, tell the business through in-app chat as soon as you know.

No automated late penalties

Cloxy does not automatically penalise late clock-ins, and there are no automatic strikes for lateness. But lateness is visible in the clock records, businesses can rate you accordingly after the shift, and a pattern of complaints can lead to a manual review of your account.

7. How violations affect your standing

Violations are records, not verdicts. Here is exactly how they are used:

- **There is no fixed, automated strike count.** No number of violations triggers an automatic suspension.
- **Cloxy staff review accounts with repeated violations.** Review looks at the whole picture: how many violations, how recent, the reasons given, your ratings, and your history on the platform.
- A review can end in no action, a warning, temporary restrictions, suspension, or termination of the account, under the [Terms of Service](#).
- These decisions are made by trained people, not by automation, and they are logged. If we get one wrong, appeal it (Section 9).

8. Corrections to clock records

Devices fail: a phone dies, GPS drifts, a QR screen freezes. When that happens, Cloxy staff can correct clock records

- fixing a clock time, or recording a clock event on a worker's behalf at a business's request.

- **Every correction is logged** with who performed it.
- **Both the worker and the business are notified in the app** when a record is corrected - neither side can quietly rewrite attendance.
- Clock records feed pay calculations when platform payments are enabled, so correcting a record also corrects the pay (see the [Payment Policy](#)).

9. Disputes and appeals

If you believe a violation, a no-show mark, or an enforcement decision on your account is wrong, you can appeal:

1. Raise it with support in the app first, with the shift, the dates, and any evidence you have.
2. If that does not resolve it, escalate to the Grievance Officer.

GRIEVANCE OFFICER

Empirical (OPC) Private Limited

cloxysupport@gmail.com

Monday to Saturday, 10:00 AM to 7:00 PM IST

We acknowledge grievances within **24 hours** and resolve them within **15 days**. Full details are on the [Contact & Grievance Officer](#) page.

10. Money and this policy

Today, cancellations and no-shows have **no monetary consequences** - no cancellation fees, no fines, and no pay deductions - because platform payments are still being rolled out (see the [Payment Policy](#)).

Reserved for the future

When platform payments are enabled, we may introduce monetary consequences for late cancellations or no-shows. Any such change will be announced with notice and reflected in this policy and the [Payment Policy](#) before it takes effect.

11. Changes to this policy

When we change this policy, we update the version and date shown on this page and notify you in the apps before material changes take effect. Questions go to the [Contact & Grievance Officer](#) page.