



D EXECUTIVE PROTECTION
EXECUTIVE PROTECTION CANCELLATION POLICY
Effective Date: December 12, 2025

1. Purpose

This policy defines the cancellation terms for Executive Protection services provided by D Executive Protection, whether or not payment has been received at the time of cancellation.

2. Cancellation by Client

A. If Payment Has NOT Been Received:

- **72+ Hours Notice:** No cancellation fee. Client remains responsible for any non-refundable pre-arranged expenses (e.g., travel, lodging, permits).
- **24–72 Hours Notice:** A cancellation fee of **50% of the scheduled service quote** will be invoiced.
- **Less than 24 Hours Notice:** A cancellation fee of **100% of the scheduled service quote** will be invoiced.

B. If Payment HAS Been Received:

- **72+ Hours Notice:** Full refund minus any non-refundable expenses.
 - **24–72 Hours Notice:** 50% refund of service fee; non-refundable expenses deducted.
 - **Less than 24 Hours Notice:** No refund issued.
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3. Non-Refundable Expenses

All pre-paid third-party costs—such as travel, lodging, permits, or specialized equipment—are **non-refundable** and the responsibility of the client regardless of when the cancellation occurs.

4. Cancellation Procedure

- Cancellations must be made in writing via email to **dtate@dex.protection.com** or by calling **(insert contact number)**.
 - Cancellation is not valid until it is acknowledged and confirmed by D Executive Protection.
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5. Cancellation by D Executive Protection

D Executive Protection reserves the right to cancel services in cases of:

- Force majeure or unsafe operating conditions
- Non-payment or violation of contract terms
- Situations where the client's conduct compromises safety

If cancellation occurs on our part after payment has been received, a full or partial refund will be issued depending on services rendered and expenses incurred.

6. Refund or Outstanding Balance

- Refunds (when applicable) will be processed within **7–10 business days**.



- Any unpaid balance resulting from cancellation will be due within **5 business days** of the final invoice.

7. Modifications to Service

Requests to change scheduled services must be made at least **48 hours in advance**. Modifications are subject to availability and may incur additional charges.

8. Acknowledgment

By booking with D Executive Protection, clients agree to this cancellation policy and all associated terms, regardless of payment status at the time of cancellation.