

Dear [Customer Name],

I am very sorry to inform you that your service appointment for this Friday at 10:30 AM has been cancelled due to a family emergency that has affected one of our team members.

Because we are a small team, we are unable to keep up a full slate of appointments if one of our technicians is unexpectedly unavailable for an extended period of time. I am sorry for any inconvenience that this cancellation may cause.

At [Company Name] quality care for our customers is our number one concern, so we want to make the rescheduling process as easy as possible for you. Please contact me directly to let me know the next day and time you're available for service, and we'll do our best to meet your scheduling concerns. We're also issuing a full refund of the deposit you put down when making your appointment.

Again, we are very sorry for the inconvenience. Please let us know if you have any other questions or concerns regarding your appointment.

Sincerely,  
[Name]  
[Title]