

BOOKING AND CANCELLATION POLICY

We know your time is valuable, and ours is too. Out of respect for our staff and our other clients, we ask that you give us at least 24hr notice if you need to cancel or reschedule an appointment.

Please note when you book an appointment, that appointment time is reserved exclusively for you, therefore when someone cancels last minute or doesn't show up, really effects the business to run at a loss.

Any cancellation or reschedule made less than 24hr will result in a cancellation fee. The amount of the fee will be equal to 50% of the reserved services.

A **NO-SHOW** is when a client misses an appointment without cancelling. In that case, we will charge the patient a 50% missed appointment fee of the reserved services in order to continue to book other services with our business.

If you are more than 15min late for your service, we may not be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service for another time that is convenient to you.

A 50% deposit will be required for all bookings that are more than 1 hour long to secure your appointment, NO exceptions. Failing to give us 24hr notice for any cancelation, reschedule or not showing up to your appointment will result in the deposit to be forfeited.

Automated reminders via text and email are sent out 24 hours prior to your appointment. The salon will not be responsible for missed appointments due to emails or messages not received, it is still the clients responsibility to know when their appointment is.

Gift certificates will result in partial or full forfeit if less than 24hr cancellation notice is given.

Please note, we do not offer refunds. However, if you give us at least 24hr notice of your need to cancel, we will credit your payment toward another service/treatment. However, if you do not cancel with at least 24hr notice, you will lose any payments you have already made.

We thank you for your understanding.

