

## LATE CANCELLATION, LATE ARRIVAL, AND MISSED APPOINTMENT

### (NO-SHOW) POLICY

In order to provide quality, individualized care in a timely manner, we will be enforcing a **Late Cancellation, Late Arrival, and Missed Appointment Policy**.

**A Missed Appointment (No-Show)** is someone who misses an appointment without cancelling it in an adequate manner. Failure to be present at the time of a scheduled appointment will be recorded.

- First no-show: there will be no charge
- Second no-show: 50% of missed services will be charged to your credit card.
- Additional absences: it will be the decision of the management to continue providing services.

A minimum of 24 hours' notice is required to cancel or change appointments. Cancellations without this notice will incur half the service charge of the reservation.

**Late arrivals** will be charged for the full price of the service, but the service end time will not be extended. Appointments are in high demand, and your early cancellation will give another client the possibility to make an appointment.

Thank you for your understanding.