

# Bare Raydiance SALON

## CANCELLATION & LATENESS POLICY

- ❖ **2 HOUR CANCELLATION REQUIRED:** Should you have to cancel less than 2-hours before the start of your scheduled appointment, a charge for 50% of your scheduled service(s) will be charged to your account. Our answering machine is always available during closed hours!
- ❖ **NO-SHOWS:** If you "No-Show" to your scheduled appointment without notifying the salon, a charge for 100% of your scheduled service(s) will be charged to your account.
- ❖ **LATENESS:** If you arrive more than 5 min. late you are forfeiting your scheduled appointment time and will likely have to wait for an available opening or reschedule for a later time/day. Members who use all 3 BareRay given "grace allowances" and continue to arrive 5 min. late to your scheduled appointment(s), a charge for 25% of your scheduled service(s) will be charged to your account.
- ❖ **CREDIT CARD ON FILE:** To utilize the self-serve online booking feature we require a credit card on file. Upon booking online and providing your credit card details you are agreeing to our Cancellation & Lateness Policy. Nothing will be charged to your credit card in advance of your scheduled service(s) unless our Cancellation and/or Lateness Policies are violated. You may pay for your service in the Salon using another form of payment other than the credit card held on file to secure your appointment(s).
- ❖ **FEES:** Charges are based on the single-session price of the level scheduled. All outstanding fees will be collected in full prior to further sessions.
- ❖ **ONLINE BOOKING:** Changes to appointments less than 24-hours will require you to call and notify the salon. You are able to make changes to your online scheduled appointment(s) through your personal Raydiant Loyalty Online Booking Portal up to 24-hours prior to your appointment time and can book appointments a maximum of 2 weeks out.

All guests are given (3) grace allowances per for last-minute schedule changes, cancellations, or "No-Shows". We understand that schedule changes, accidents and emergencies can happen that can be out of our control and that can prevent prior cancellation or rescheduling notice.

**Cancellation & Lateness Policy subject to change without notice.**

### **Why is Bare Raydiance Salon now enforcing a new Cancellation & Lateness Policy?**

*When you arrive late, it affects the rest of the schedule for our staff and other clients. When you book an appointment, we are holding that spot Just For You! We understand that things come up and we will always do our very best to accommodate you, and appreciate your consideration to allow us to accommodate everyone as best we can!*

*If you have any questions about our Cancellation & Lateness Policy  
please feel free to send us an email at [Bareraydiancesalon@gmail.com](mailto:Bareraydiancesalon@gmail.com)*



## SALON ETIQUETTE

We have put a great deal of thought and time into creating an environment that takes you far from the stresses of life. A place to press pause and to spend some quality time doing what's good for your body and your soul. To revel in the moment and care for yourself. We respect all of our valued guests and aspire to create the perfect atmosphere. Our emphasis on keeping noise to a minimum and our focus on cleanliness all add up to our goal of creating an environment that allows our guests to take a moment to relax, breathe, and care for themselves.

**In an effort to allow ALL of our guests to enjoy their time at Bare Raydiance Salon, we ask the following of you:**

- ❖ **ARRIVAL TIME:** We invite you to arrive for your appointment 5 minutes early!! Allow yourself time to take a breath, settle in and truly enjoy this time you have set aside for yourself. This will also help ensure we have time to discuss any product or package questions you may have, and to begin your appointment on time!
- ❖ **CELL PHONES:** Please silence your cellphones while in the salon to respect the experience of the guests around you. Should you need to take an important phone call we ask that you be mindful of others and your surroundings by excusing yourself and taking your call outside! PLEASE NO CELL PHONE USE DURING YOUR SESSION(S).
- ❖ **MUSIC/MEDIA:** We emphasize the importance of keeping noise to a minimum. We require headphones or earbuds for all music/media devices during your session(s). Remember, our goal is to provide a relaxing atmosphere and an oasis for Self-Care for ALL! We invite you to fully indulge in an experience to lift your spirit and heal your soul and listening to music can help do just that. Please know those outside your room can hear most everything!
- ❖ **CHILDREN:** We love children, we really do. Little visitors are really great. But please consider making other arrangements for small children who need supervision. Children or minors under 18 years are not allowed to accompany you into any of the UV Tanning Rooms, per CA law. Any children who do not need supervision and are old enough to wait in our waiting area must be able to conduct themselves appropriately and be respectful of other guests.

## A FEW REMINDERS

- ❖ Any lotion not purchased from our salon needs to be approved prior to use in our beds!! Using products not designed for indoor tanning beds will ruin our acrylics! \$\$\$!
- ❖ Protect your eyes! Your corneas are very delicate. Closing your eyes or covering your face with a towel is not sufficiently protecting your eyes from UV rays. Please use the complimentary goggles provided in your room to properly protect your eyes as stated by CA law.
- ❖ Monthly packages cannot be frozen or placed on hold.
- ❖ All sales are final

*We are honored to be a part of your self-care routine and appreciate your cooperation in helping us offer the same experience to each and every guest.*

**Love and gratitude from all of us at**



*Bare Raydiance*  
SALON

## Freezing Packages

We are able to Freeze unlimited packages due to medical emergencies ONLY. As stated in our release unlimited packages refers to 30, 60 or year.

