



## **Appointment Cancellation & Lateness Policy**

### **1 Hour Cancellation Notice Required:**

We kindly ask for at least 1 hour notice if you need to cancel or reschedule your appointment. If you must cancel or reschedule within this timeframe, please contact the salon immediately. Repeated late cancellations or rescheduling may result in the loss of pre-booking privileges, & affected clients will be accommodated as Walk-Ins clients only.

### **No-Shows:**

If you miss your scheduled appointment without notifying the salon, your credit card on file will be charged 100% of the scheduled service. **First-Time Courtesy:** We understand that life happens, so we offer a one-time courtesy waiver for the first no-show, along with a reminder that future missed appointments will incur the full no-show fee.

### **Lateness:**

Arriving more than 5 minutes late to your appointment may result in forfeiture of your scheduled time. You may need to wait for the next available opening or reschedule. Repeated lateness may lead to a loss of pre-booking privileges, & affected clients will be considered Walk-In clients.

### **Credit Card on File:**

To secure your appointment, we require a credit card on file. By booking an appointment & providing your credit card information, you agree to our Appointment Cancellation & Lateness Policy. Rest assured, your card will not be charged, unless there is a violation of this policy. You are welcome to use other forms of payment in the salon if preferred.

### **Walk-Ins:**

We prioritize scheduled appointments but are happy to accommodate Walk-Ins whenever possible. However, we cannot guarantee your preferred service level or room.

### **Fees:**

All outstanding fees must be settled before utilizing further services. Fees are calculated based on single session prices.

### **Emergencies:**

We understand that emergencies happen. If you need to cancel due to a personal or medical emergency, please contact us as soon as possible, & we will do our best to accommodate your situation.

### **Why We Enforce This Policy:**

When you book an appointment, that time is reserved exclusively for you. We understand that unexpected changes occur, & we ask that you notify us promptly so we can offer that time to other clients. This policy ensures we can provide you with the highest level of service during your appointment.

### **Policy Changes:**

Our Cancellation & Lateness Policy is subject to change without notice. If you have any questions, please contact us at [Bareraydiancesalon@gmail.com](mailto:Bareraydiancesalon@gmail.com).