

CANCELLATION & RESCHEDULING POLICY

24-HOUR NOTICE REQUIREMENT

- All appointments require a **minimum of 24 hours' notice** for cancellation or rescheduling.
- Cancellations or reschedule requests made **within 24 hours** of the scheduled appointment time are considered **late cancellations**.

LATE CANCELLATIONS

- Late cancellations are subject to a **50% charge of the scheduled service price**.
- This charge reflects the time reserved and preparation completed for the appointment.
- Charges will be applied to the card on file.

SAME-DAY CANCELLATIONS

- Same-day cancellations, **except for genuine emergencies or illness**, are considered late cancellations at the provider's discretion.
- Clients are expected to communicate **as soon as possible** if they are unwell or experiencing an emergency.
- Fee waivers or exceptions are **not guaranteed** and are granted solely at the provider's discretion.

RESCHEDULING WITHIN 24 HOURS

- Reschedule requests made within 24 hours of the appointment time are treated as late cancellations.
- A new appointment may be booked once the applicable fee has been processed.

MOBILE SERVICE CONSIDERATIONS

- Mobile appointments require advance preparation and travel.
- Cancellations made after travel preparation has begun may be subject to enforcement even if notice is provided.
- **Traffic or access issues** not caused by the provider (for example: client's locked gate, miscommunication about parking, client's neighborhood restrictions) **do not automatically waive cancellation or late fees**. Clients are responsible for providing accurate information and ensuring the provider can access the service location safely and on time.

EMERGENCIES & COMMUNICATION

- True emergencies or sudden illness are handled with care.
- Clients must notify the provider **as soon as possible** in emergency situations.
- Fee waivers or exceptions are **not guaranteed** and are granted solely at the provider's discretion.

ONE-TIME COURTESY

- A **one-time courtesy** may be extended for late cancellations or reschedules at the provider's discretion.
- This courtesy is not automatic and may not be extended for repeat occurrences.
- Continued late cancellations may result in enforced fees or refusal of future bookings.

FUTURE IN-STUDIO SERVICES

- When in-studio services become available, cancellation and rescheduling policies may be adjusted.
- Any changes will be communicated prior to booking.

POLICY ACKNOWLEDGMENT

- By booking an appointment, clients acknowledge and agree to this Cancellation & Rescheduling Policy.