

BOOKING & PAYMENT POLICY

APPOINTMENT BOOKING

- All appointments must be booked through the online booking system or approved directly by the provider.
- A **valid credit or debit card is required on file** at the time of booking to secure all appointments.
- Appointments are **not considered confirmed** until a card is successfully placed on file and booking confirmation is received.

PAYMENT TIMING

- Payment is **due upon completion of services**.
- For mobile services, the card on file may be processed immediately following the appointment unless another payment method is used at the time of service.
- Accepted payment methods will be disclosed at booking.

NO DEPOSITS (CURRENTLY)

- At this time, **no deposits are required** to book services.
- This policy may change in the future. Any updates will be clearly communicated prior to booking.

AUTHORIZATION TO CHARGE CARD ON FILE

By booking an appointment, clients authorize the provider to charge the card on file for the following circumstances:

- Late cancellations
- No-shows
- Policy violations
- Outstanding balances

Charges will be applied in accordance with the Cancellation, Late Arrival, and No-Show Policies.

MOBILE SERVICE REQUIREMENTS

For all mobile appointments:

- A **complete and accurate service address** must be provided at booking.
- The client must be **present and accessible** at the scheduled appointment time.
- The provider must be able to safely access the service location upon arrival.
- Any delays caused by incorrect addresses, lack of access, or client unavailability may result in shortened service time or appointment cancellation.

TRAVEL FEES (FUTURE NOTICE)

- Mobile services currently **do not include a travel fee**.
- Travel fees may be introduced in the future and will be clearly disclosed prior to booking.

FUTURE IN-STUDIO SERVICES

- When in-studio services become available, separate location-specific guidelines may apply.
- Clients will be notified of any changes prior to booking in-studio appointments.

ONE-TIME COURTESY

- A **one-time courtesy** may be extended at the provider's discretion in extenuating circumstances.
- Repeated violations will result in enforced fees or refusal of future bookings.
- Courtesy exceptions are not guaranteed and are not automatic.