

LATE ARRIVAL POLICY

GRACE PERIOD

- Clients are allowed a **15-minute grace period** for late arrival.

SERVICE ADJUSTMENTS FOR LATE ARRIVALS

- **Timed services** (e.g., facials, massages) may have **service time shortened** if the client arrives late.
- **Services that require full completion** (e.g., waxing), especially for new clients or clients who do not regularly receive the service:
 - The provider will **either complete the full service if time allows or reschedule the appointment** if the lateness prevents safe or effective service.

EXCESSIVE LATE ARRIVALS

- If a client is **more than 15 minutes late**, the appointment may be **canceled and treated as a late cancellation**, with **50% of the service fee charged** to the card on file.

MOBILE SERVICE CONSIDERATIONS

- Mobile appointments require **accurate, complete, and accessible addresses**.
- Delays caused by client error (incorrect address, locked gates, inaccessible entry, or similar) **do not waive late arrival consequences**.
- Mobile travel time is **not extended** due to client lateness.

ONE-TIME COURTESY

- A **one-time courtesy** may be extended for late arrivals at the provider's discretion.
- Continued lateness may result in enforced fees or refusal of future bookings.

FUTURE IN-STUDIO SERVICES

- In-studio appointments may have separate late arrival guidelines.
- Any changes will be communicated prior to booking.

POLICY ACKNOWLEDGMENT

- By booking an appointment, clients acknowledge and agree to this Late Arrival Policy.