

# NO SHOW POLICY

## DEFINITION OF A NO-SHOW

A **no-show** occurs when a client:

- Fails to be present at the scheduled appointment time
- Does not answer the door, phone, or messages upon provider arrival
- Provides an **incorrect or inaccessible address** preventing the provider from delivering the service
- Arrives excessively late (over 15 minutes) without prior communication
- Fails to notify the provider of cancellation or rescheduling in accordance with the **Cancellation & Rescheduling Policy**

## FEES FOR NO-SHOWS

- No-shows are subject to a **50% charge of the scheduled service fee**, reflecting the time reserved and travel completed by the provider.
- The charge will be applied to the card on file.

## MOBILE SERVICE CONSIDERATIONS

- Clients are responsible for providing a **complete, accurate, and accessible service location**.
- Mobile travel time, preparation, and scheduling **are not waived due to client error**.
- The provider reserves the right to **refuse service** if the location is unsafe or access is impossible.

## ONE-TIME COURTESY

- A **one-time courtesy** may be extended at the provider's discretion for a no-show.
- Repeated no-shows may result in **enforced fees or refusal of future bookings**.

**FUTURE IN-STUDIO SERVICES**

- In-studio no-show policies may vary slightly; any changes will be communicated prior to booking.

**POLICY ACKNOWLEDGMENT**

- By booking an appointment, clients acknowledge and agree to this No-Show Policy.