

## LATE ARRIVAL & NO SHOW POLICY

### - Late Arrival

Guests are asked to arrive for their appointments before their scheduled appointment time.

New guests are to arrive 15 minutes before their scheduled appointment time. Established guests are to arrive at least 10 minute before their scheduled appointment time. This allows enough time for registration process to be completed before the actual appointment time.

A grace period of 15 minutes will be permitted for unforeseen delays a guest may encounter while travelling to the lounge for their appointment, if a guest arrives more than 15 minutes late for their appointment, the guest will be given the option of either being seen that day as a walk-in, if the schedule permits, or reschedule for a later date. This process will ensure guests that do arrive on time are seen in a timely manner.

### - No Show

A “No Show” is a guest who fails to appear for a scheduled appointment without providing a 24-hour cancellation notice. Further, a rescheduled appointment that is less than the 24-hour cancellation notice is still considered a cancellation and is treated as such. There is a PKR 500 charge for all No Show visits.

To assist our guests in keeping appointments, Hails Reservation Portal (HRP) sends a confirmation email with an option to cancel or reschedule your appointment no less than 24 hours before the scheduled appointment. The email contains smartphone-friendly calendar synchronization, which adds a reminder to your mobile device. Email and SMS reminders are also sent 48 hours prior to the guest’s scheduled appointment.

Guest Support Representatives initiate a reminder telephone call 24 hours before the guest’s scheduled appointment. During the reminder call the guest is offered the opportunity to either confirm or reschedule the appointment. All reminder calls are documented in the guest’s electronic appointment record (EAR).

Following the reminder call (or appointment confirmation), the guest is responsible for cancelling or rescheduling the appointment no less than 24 hours before the scheduled appointment.

If the guest's phone is "out of service" or not receiving calls, the guest is still responsible for keeping the scheduled appointment.

All guests will have no more than three (3) no show appointments and/or cancelled appointments.

All guests who have three (3) no show appointments and/or cancellations will no longer be permitted to schedule appointments with HRP and will only be seen on a walk-in basis.

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