

Ashley Raye Works • HUSH Salon & Spa • 586 S. Main St • Brewer Maine

Understandably sometimes schedules change, therefore your appointment may need adjusting, rescheduling, or canceling.

Please understand that when you forget or cancel your appointment without giving enough notice, I miss the opportunity to fill that appointment slot and clients on my waiting list miss the opportunity to receive services.

I, _____, agree to the following terms and conditions:

A credit card will be secured on file when booking first appointment. An invoice will be emailed in the amount of \$1.00 to collect card information, and then will be refunded. You will receive a refund email within 1-3 days. (Please allow 1-7 days for bank to reflect refund)

A 24 hour notice is required to reschedule or cancel. Appointments cancelled with less than 24 hours will incur a charge of 50% of the service scheduled.

A 24 hour notice is also required when requesting to change the services originally scheduled. (Example: requesting to change your Full Foil to a Haircut.) Requests accommodated with less than 24 hours, of a lesser value, will result in a minimum charge of 50% of the original service scheduled. (Example: Full Foil \$150 changed to a Haircut, will be charged a minimum of \$75.) In the event I am unable to accommodate the request, the appointment may need to be rescheduled to an appropriate time slot available, therefore will be treated as a cancellation.

Please notify immediately when running late. In the event you may be 15 or more minutes late, we may need to reschedule or reduce booked service to an appropriate time slot. Failure to notify after 15 minutes late into your scheduled appointment time, it is considered a "No-Show" and your card will be charged 50% of the service scheduled.

As a courtesy, you will receive a confirmation text 48 hours prior to your scheduled appointment, and then a reminder text 24 hours prior, however it is your responsibility to remember your appointment date and time in the event a text isn't received. I value your time and feel that it is fair to honor the same policies I hold to my clients. Should I need to cancel with less than 24 hours notice, I will honor 50% off your next identical service scheduled.

If you have any questions regarding your appointments or policy, please call me at (207) 307-9774. Please email form to ashleyrayew@yahoo.com. Once received, you'll be emailed the Card on File invoice! Thank you so much!!

Client Signature

Date

Stylist Signature

Date