

# Cancellation/Late/Reschedule/No-Show Policy

Your appointment is very important. We understand that sometimes schedule adjustments are necessary. Therefore, we respectfully request at least 24 hours' notice prior to your scheduled appointment time for cancellations or rescheduling of appointments. Please notify us by e-mail [Support@hiddenbeauty504.com](mailto:Support@hiddenbeauty504.com) if your cancellation is outside of our normal business hours or you're unable to reach us by phone at 504-264-2019

**ANY APPOINTMENTS CANCELLED/RESCHEDULED OR CHANGED WITHOUT 24 HOURS NOTICE WILL RESULT IN A CHARGE EQUAL TO 25% OF THE RESERVED SERVICE AMOUNT. ALL "NO SHOWS" WILL BE CHARGED 50% OF THE RESERVED SERVICE AMOUNT.**

**THERE WILL BE A LATE FEE OF \$5 FOR EVERY 5 MINUTES LATE, UP TO 10 MINUTES. THIS FEE WILL BE ADDED TO YOUR SERVICE AMOUNT. AFTER 10 MINUTES YOU WILL BE CONSIDERED A NO-SHOW.**

We recognize the time of our clients and therapist is valuable and have implemented this policy for this reason. When you miss an appointment with us, we not only lose your business but also the potential business of other clients who could have scheduled an appointment for the same time.

Please remember that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us is not sufficient reason to miss an appointment if the original confirmation notification was received timely.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, illness, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or rescheduling fee will apply.

**I have read and understood the cancellation/late/reschedule/no-show policy and agree to abide by the above conditions.**