



ALJ Aesthetics Cancellation Policy

At ALJ Aesthetics, we understand that life can be unpredictable and plans may need to change. To ensure that we can accommodate all of our clients as effectively as possible, we have established the following cancellation policy.

Appointment Cancellations

- **24-Hour Notice:** We require at least a 24-hour notice for any appointment cancellations. This allows us to offer the slot to another client who may be on our waiting list.
- **Cancellation Fee:** Appointments cancelled with less than a 24-hour notice may incur a cancellation fee equivalent to 50% of the scheduled service cost.
- **No-Show Policy:** Clients who do not show up for their appointment without prior notice will be charged 100% of the scheduled service cost.

Rescheduling

- **Flexible Rescheduling:** Clients are encouraged to reschedule their appointments if their circumstances change. We will do our best to accommodate your new preferred date and time, subject to availability.
- **Advance Notice for Rescheduling:** To avoid a cancellation fee, please provide at least a 24-hour notice when rescheduling.

Late Arrivals

- **Grace Period:** We offer a 10-minute grace period for late arrivals. Beyond this, we may need to adjust or reschedule your appointment to ensure timely service for all clients.
- **Reduced Service Time:** If you arrive late, your service may be shortened to accommodate the next client, but the full service price will still apply.

Exceptions

- **Emergency Situations:** We understand that emergencies can occur. In such cases, please contact us as soon as possible, and we will do our best to accommodate your situation without penalty.
- **Weather Conditions:** In the event of severe weather conditions, cancellations and rescheduling will be handled on a case-by-case basis, with client and staff safety as our top priority.

Contact Information

For cancellations, rescheduling, or any inquiries regarding our policy, please contact us at:

- **Phone:** 07590507222
- **Email:** manda_leigh2k1@yahoo.co.uk

Thank you for choosing ALJ Aesthetics. We appreciate your understanding and cooperation with our cancellation policy, which helps us provide the best possible service to all our clients.