

Cancellation, Late Arrival, and No-Show Policy

At Nails With Sophie, we strive to provide exceptional service and ensure that each client's experience is enjoyable and convenient. To maintain the quality of our services and accommodate all of our clients effectively, we have established the following policies regarding cancellations, late arrivals, and no-shows

Cancellation Policy:

We understand that unforeseen circumstances may arise, necessitating the need to cancel or reschedule appointments. However, we kindly request that you provide us with at least 24 hours notice if you need to cancel or reschedule your appointment. This allows us the opportunity to offer the appointment slot to another client who may be waiting.

Late Arrival Policy:

We value your time and strive to stay on schedule to minimize waiting times for all of our clients. If you anticipate being late for your scheduled appointment, please notify us as soon as possible. We will do our best to accommodate late arrivals, but please note that arriving significantly late may result in a shortened appointment time or the need to reschedule, depending on our availability.

No-Show Policy:

No-shows inconvenience both staff and other clients who could have utilized the appointment slot. Therefore, in the event of a no-show, we reserve the right to take the following actions:

- a prepayment may be required to schedule future appointments

We understand that emergencies and unexpected situations may arise, and we always strive to approach each situation with understanding and flexibility.

Thank you for your understanding and cooperation.