

CANCELLATION POLICY

Please cancel at least 48 hours in advance of your appointment to avoid incurring a cancellation fee.

Failure to do so will incur the following Cancellation Fees:

- **Less than 48 hours in advance:** 50% of total cost of service(s).
- **"No Shows":** 100% of total cost of service(s).

Additional Details:

- Cancellation fees apply to both new and current clients.
- Fees will be charged to your debit/credit card on file.
- If no debit/credit card is on file, fee must be paid before a new appointment will be booked.
- Exceptions may be made with proof of emergency situations.

Text and Email Cancellations:

- Because texting and email have become a common form of communication, we do allow cancellations via text and email. However, your request must meet the following criteria to be considered valid:
 - 1) It must be sent **AND** you must receive a cancellation confirmation reply at least 48 hours before your scheduled appointment.
 - 2) If you do not receive a cancellation confirmation reply, it is **YOUR** responsibility to follow up or call and confirm your cancellation.