

## **Why We Have a Cancellation Policy**

First, we want to start this topic by thanking our guests. Without your support, we would not be able to confidently stand behind our policy. It's unfortunate that such a policy must exist. We feel strongly that the guests who visit us repeatedly respect us as professionals and we're grateful because this is the regard at which we hold ourselves.

Unfortunately, we continue to receive an increasing number of late cancellations and "no shows" and have no choice but to implement a strict cancellation policy and require a credit card to be on file before booking appointments. So that we do not appear biased, we are requiring our much appreciated, long-term guests to complete the form in addition to all new guests.

### **The effect of late cancellations and no shows on our livelihoods.**

We respect your time and when you ask for a reservation, we are happy to make it for you. Once we've reserved that time for you, we turn away business for that time frame because we have promised it to you.

If you don't keep your reservation, we are unable to schedule someone else in the time that has been reserved for you and because we are self-employed, we forfeit all income. Even with a 36-hour cancellation notice, we are often unable to fill the appointment time.

Most people have jobs that pay them whether they work or not (vacation, sick days, personal days off, etc.), but as self-employed individuals, we only earn income when we work.

Please understand that our goal is NOT to charge penalty fees. We are simply trying to reduce Late Cancellations and No Shows. We appreciate your understanding and hope this explanation helps you better appreciate our position and why it is necessary for us to have and enforce this policy.

## **Standard Cancellation Policy Terms & Conditions**

Artistik Image Salon & Spa has a 36-hour cancellation policy. To avoid a penalty fee, a guest must cancel or reschedule at least 36 hours prior to the start time of their scheduled service(s).

### **Additional Cancellation Terms & Conditions**

- Text reminders are sent as a courtesy and generally work very well. However, due to the many variables involved and beyond our control, we cannot guarantee that you will always receive a text reminder.
- Not receiving a text reminder is NOT a valid excuse for a late cancellation or no show.
- Penalty fees will be charged to the credit card on file. If no credit card is on file, the fee must be paid before a new appointment can be booked.
- Credit card information must be provided over the phone or in person when requesting an appointment that is already within the 36-hour penalty period of our cancellation policy.

## Penalty Fees

Late Cancellations: Cancellation of appointments, or appointments rescheduled within 36 hours of the original appointment, will be charged a penalty equal to 50% of the total service(s) scheduled.

No Shows: A "No Show" is charged a penalty equal to 75% of the total service(s) scheduled. A "No-Show" is defined as a guest not calling or showing up for their scheduled appointment. Calling to reschedule after the start time of an appointment is still a "No-Show" and will incur the penalty fee previously mentioned.

## Groups, Packages & Custom Services Cancellation Policy

*All terms and conditions of our standard cancellation policy apply to groups. However, because these services, as well as the salon and/or spa itself in some instances, are open or reserved especially for your group the following additions apply.*

## Additional Group, Package, & Custom Service Terms & Conditions

- Groups must cancel or reschedule within five days (120 hours) of their appointment date to avoid a penalty fee.
- We ask that groups of four or more inform us at least two weeks in advance of any changes in order to help us attempt to accommodate the request. Please note that even with two weeks' notice, we may be unable to accommodate your request(s)

## Penalty Fees

Late Cancellations: Cancellation of appointments, or appointments rescheduled within 5 days (120 hours) of the original appointment, will be charged a penalty equal to 50% of the total cost of all group member services.

No Shows: If your group fails to call or show up, a penalty fee equal to 75% of the cost of all group services will be charged to the credit card(s) on file.

## Grace and Exceptions

We understand that accidents happen, people get sick and/or emergencies occur. We will do our best to accommodate these rare occasions with grace. However, we do record these occurrences to prevent abuse of the policy. We understand this may come across as shrewd, but our goal is to be preventive in order to protect the livelihood of our team members and best accommodate all of our valued guests.

If you had a genuine emergency or extenuating circumstances, you may request a fee waiver. To do so, forward your request, *along with documentation of the emergency or extenuating circumstance*, to the following email address: ArtistikImageLLC@gmail.com.

By Signing below, I acknowledge, accept, and agree with the following:

- I have read, understand, and agree to the fees stated in the cancellation policy.
- The information entered in this form is accurate and complete.
- I am the owner of the credit card entered or I am listed as an authorized user on the account.
- The credit card information entered may also be used to pay penalties on any and all future appointments.
- All phone calls to Artistik Image may be recorded for quality assurance and training purposes.
- I agree to notify Artistik Image and complete a new form if any information entered needs to be updated or if I would like to change my credit card on file.