

CANCELLATION POLICIES

Cancellation/Rescheduling

Your appointment is important to us. It is reserved specifically for you. We understand that things come up and adjustments are necessary. However, when last minute notice -- or no notice -- is given, other clients cannot book, and technicians are unable to earn income. A spike in these occurrences has made it necessary to implement this policy.

Non-Cancellation (No-Shows)

When an appointment is scheduled and you do not show up, you are marked as a “no show” in our computer. After the third no show, clients will no longer be able to book in advance but will be asked to call for “same day” appointments to limit financial loss for technicians and *The Day Spa*.

Late Guest

We understand life happens. If you expect to be late, please call us. Often, you may still be able to get your full service. If we must curtail it, you may be charged for the full service, depending on the circumstance. In some instances, we may have to reschedule.

Confirmation Calls

The Day Spa makes every effort to prevent missed appointments by providing confirmation calls/texts. If you are *not* getting confirmations, check your contact information with us. If in doubt about a scheduled appointment time/date, or you do not get a confirmation call/text, there may be a booking error -- call us.

Client Booking Deposits

Clients booking two or more services will be required to secure the appointment with a credit card number. Failure to keep the appointment or cancel 24-hour prior will result in a charge of 50% of the total bill.

Party Booking Deposits

Parties of two or more people will be required to secure the appointment with a credit card number. Failure to keep the appointment or cancel 24-hour prior will result in a charge of 50% of the total bill.