



## ELEVATE ELECTROLYSIS STUDIO - TIA SWANEMYR

970-749-7470 | [www.elevateelectrolysis.com](http://www.elevateelectrolysis.com)

### CANCELLATION & NO-SHOW POLICY

Your treatment times are reserved especially for you. We value your business and ask that you respect the scheduling policies. Should you need to cancel or reschedule, please notify us at least 48 hours in advance. Please leave enough time to get to your appointment, anticipating traffic and parking.

Any cancellations with less than 48 hours of notice are subject to a cancellation fee amounting to 30% of your scheduled service. Clients who miss their appointments without giving any prior notification will be charged in full for the scheduled service. If you book a service on the day of and you cancel or no show, you will be charged in full. If you are late we reserve the right to cut your service, you will be charged for the service you booked not the cut service. If you are more than 15 minutes late and we do not have enough time to perform the service due to timing, you will be charged in full. We require a deposit for all appointments. We recognize the time of our clients and staff is valuable and have implemented this policy for this reason. When you miss an appointment with us, we not only lose your business, but also the potential business of other clients who could have scheduled an appointment for the same time. All no show/cancellations will be charged for the credit card/CC used to book.

When you schedule your appointment with us, you are agreeing to these policies. All services require a credit card, and deposit to guarantee a reservation including services intended to be paid with a gift card. Please have your credit card ready when booking. You will receive an email when your appointment is booked. Please make sure to check your email and be aware of any emails coming from Elevate Electrolysis Studio. There is an automated email appointment reminder that will go out 48 hours before your scheduled appointment. Should you need to cancel or reschedule before the cancellation period- please call, text 970-749-7470. Those are the only acceptable forms of communication for canceling/rescheduling. You will not be billed unless there is a cancellation or no show within 48 hours of your scheduled service. Upon checkout, guests may choose their method of payment. If you are paying with a credit card you will need to have it on hand.

It is the clients responsibility to read our policies, pre care, aftercare, contraindications and disclaimers. It is the clients responsibility to read all appointment reminders.

***Please note:*** For your security, we **do not** store your full credit card information. Rather, our payment processor provides us with a secure, unique token that is encrypted and cannot be used by anyone else to charge your account.