

CANCELLATION AND MISSED APPOINTMENT POLICY

Our goal is to provide exceptional quality treatment and services to all our clients in a timely manner. When an appointment is scheduled, a block of our provider's time has been reserved and set aside for you. As you know, our providers are the best in the business and in high demand, so we want to make sure all of our valued clients have the opportunity to get in to see them. We understand your time is valuable and so are your commitments. No-shows, late arrivals, and cancellations inconvenience not only our providers but our other clients as well. As such, we ask that you make a commitment to us to keep your appointments in a timely manner as they are scheduled.

Please be aware of our new policy regarding cancellations and missed appointments.

APPOINTMENT BOOKING: We require a credit card to be saved on file to book your appointment.

CANCELLATIONS: Your appointments and well-being are very important to us. We understand that sometimes, unexpected circumstances can occur, requiring schedule adjustments. If you need to cancel your appointment, we respectfully request at least 24-hour notice. Any cancellation or reschedule made less than 24 hours will result in a cancellation fee of \$50. If your appointment is rescheduled, we will happily apply the \$50 towards any future service or treatment costs. With challenging times and the health and safety of our clients the #1 Priority we will of course work with you if you need to cancel for any urgent or health matters.

Please speak with a staff member, as a voicemail or text can not guarantee that we will receive notice in time to notify another client on our waitlist of availability.

MISSED/ NO-SHOW APPOINTMENT: If you miss an appointment and we did not hear from you at least 24 hours in advance, your appointment will be recorded as missed and a \$50 fee will be charged to the credit card on file.

LATE ARRIVALS: Appointments are scheduled based on the amount of time needed to perform your specific service. In some cases, your tardiness may prevent us from completing the treatment or service without haste. Because we want to deliver the absolute best care, certain procedures may need to be rescheduled depending on your arrival time. Once a client is 15minutes or more late for their appointment they will be

SKINZONE

recorded as a no-show as there will not be enough time to safely complete their treatment or procedure.