

BOOKING & CANCELLATION POLICY

Upon booking your appointment we require you to place a card on file or we will not

Book your appointment. NO EXCEPTIONS. Once your card information is saved there is no way to access your card information as our point of sale program keeps all information but your last 4 digits secure from anyone attempting to access. Anytime your card is used you will receive a email for your safety. The last 4 digits are only so we can confirm at the time of your checkout if you would like to charge your service to your card saved on file for your convenience. This is also to protect our professionals and reduce last minute cancellation or no call/no shows as they will be subject to our cancellation fee.

If you need to cancel your appointment please do so 48 hours or more ahead of time. Cancellations within 24 hours or less are subject to a charge for 50% of what your scheduled service would have cost. When you schedule an appointment with us, we reserve that time and make that time slot exclusively yours. A missed appointment means loss of availability for other clients, as well as loss of income from your professional performing the service. We do understand circumstances occasionally arise which are completely out of one's control. Sickness or family emergency are our ONLY exceptions. If you arrive late to your appointment we reserve the right to shorten your service or reschedule. If you cancel your appointment more than twice we reserve the right to refuse to book further appointments for you. "No showing" any appointment will remove you from the guest list permanently.

