

NO-SHOW POLICY

Missed appointments affect both our schedule and other clients who could have taken that time. This policy ensures fairness and helps us maintain a high level of service for all clients.

Definition of No-Show

A no-show occurs when a client misses their scheduled appointment without providing any prior notice. Appointments canceled with less than 24 hours' notice are considered late cancellations and are subject to our separate Cancellation Policy.

No-Show Fee

Clients who miss an appointment without proper notice will be charged the full fee for the scheduled service. Exceptions may be made in cases of emergency or illness at the discretion of management.

Memberships, Packages & Gift Certificates

If you are using a prepaid package or membership, one session will be deducted in place of a fee. Appointments booked using a gift certificate will result in forfeiture of the session value if missed without notice.

Repeat No-Shows

After two no-show occurrences within a six-month period, future appointments may require prepayment.

Clients with a history of missed appointments may also have booking privileges suspended.

Right to Refuse Service

We reserve the right to refuse future appointments to any client with a pattern of repeated no-shows.

Prevention and Courtesy

We understand that emergencies happen. If you are unable to attend, please notify us as soon as possible. Timely communication allows us to offer the time to another client.

By scheduling an appointment, you acknowledge and accept this policy. We appreciate your understanding and respect for our time and efforts.

Client Name (Please Print)

Client Signature

_____/_____/_____
Date