

CANCELLATION POLICY

Because our services are reserved especially for you, as a courtesy to our clients and our staff of professionals we require a 24-hour cancellation notice for any service. You will be charged 25% of your service appointment not cancelled before 24 hours, and 50% of your service for any no-show (with no call at all).

Therefore, we will require a major credit card or debit card to secure your reservation. All of your information is confidential and secure. Please relay your account information when you call for your appointment: credit card, address, email and cell number. Your information is confidential and we do not share it with anyone.

Why are we enforcing this? When you forget an appointment or cancel at the last minute we miss the chance to fill that appointment time, anyone who is on a waiting list misses the chance to receive a service, and our staff misses the chance to earn money. Please understand that our staff members have families to feed, bills to pay and responsibilities--just like you. This is their job and livelihood. When they aren't servicing clients, they are not earning money.

As always, we will send a text and/or email (your choice) to confirm your service appointments two days prior to your appointment date. However, if we are unable to reach you, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

Thank you for your understanding.