



# Cancellation Policy

## **Our staff hours are limited and valuable.**

Missed appointments without notice of needing to cancel or reschedule or being late more than 10 minutes will result in a cancellation fee equal to 100% of the service charge for your appointment.

**CANCELLATION BEFORE 48 HOURS:**

No fee.

**CANCELLATION LESS THAN 48 HOURS:**

A fee equal to 50% of the service charge will be assessed.

**CANCELLATION LESS THAN 24 HOURS:**

A fee equal to 100% of the service charge will be assessed.

**CHILDREN / TEEN POLICY:**

- Children under the age of 12 are not permitted in the spa.
- Children between 12 to 16 must be accompanied by parent or guardian during service.
- Children between the ages of 16 to 18 years old must have parent or guardian signature sign off for services.

**CONTRAINDICATIONS**

Please review the following as we will be unable to treat if you arrive with any of the contraindications listed below and a fee equal to 100% of the service charge will be assessed.

\*Please reschedule your appointment if any of the following apply to you.

**ALL APPOINTMENTS:**

- You have any contagious illnesses, including a cold, flu, sinus infection, or any similar symptoms. You will need to reschedule once all symptoms have subsided.

**LASER, FACIAL, AND WAX APPOINTMENTS:**

- You have an active sunburn or have had sun or tanning bed exposure in the last 48 hours
- You have been using medications that are photo/light sensitive such as antibiotics, topical or oral retinol creams in the last two (2) weeks pre-treatment.
  - \*Accutane must be avoided one (1) year prior to laser, facial, and waxing services.
  - If you have an active cold sore or fever blister.

**MASSAGE APPOINTMENTS:**

- You are in your first trimester of pregnancy, unless you provide a doctor's release.
- You are currently undergoing any chemotherapy or radiation therapy, unless you provide us a doctor's release.

Client Name \_\_\_\_\_

Client Signature \_\_\_\_\_ Date \_\_\_\_\_