

# Policies

## **Arrival**

Please arrive for your scheduled appointment on time. If you are late, your appointment may be shortened or need to be rescheduled to accommodate others whose appointments follow yours. You will still be charged for the full session scheduled.

## **Cancellations**

A courtesy of at least 24 hour notice is required to cancel your scheduled appointment. We understand that unforeseen events may occur and special considerations will be made in emergency situations or due to illness.

We allow for one last minute cancellation within a 6-month period without charge. If a 2nd appointment is cancelled without 24 hour notice in that time frame, we ask that you pay for that service before your next one is provided.

## **No Shows**

If you forget or consciously choose to forgo your scheduled appointment without giving notice, you will be considered a no show. Future appointments will require pre-paid services.

## **Refunds and Returns**

There will be no refunds given on services performed, pre-paid services, or gift certificates, however, they do not expire and are transferrable.

Exchanges will be gladly made on un-opened product or due to allergic reaction. Also, if the packaging is defective, it may be exchanged for new product. We provide samples and testers to try any products before you purchase. Due to factors beyond our control, results are not guaranteed and can vary from person to person.