

Cancellation Policy

We strive to provide excellent service to our guests. To do so, we have updated our Cancellation, No-Show and Late Appointment policy. Cancellations and No-Shows leave gaps in our schedules that cannot be filled without timely notice and prevent us from being able to accommodate other guests waiting for appointments.

WE REQUIRE AT LEAST:

- 24-hour notice for appointments under 2-hours in duration
- 48-hour notice for appointments with a duration of 2-hours or more

Guests who cancel their appointments without proper notice or do not show up for their reserved appointment times are considered a “No-show”.

FIRST NO-SHOW:

If you No-Show for a scheduled appointment, you will receive a telephone call from us informing you that you missed a scheduled appointment and we will reschedule the missed appointment for a time convenient for you. At this time, we will remind you that a second No-Show appointment will require a charge.

SECOND NO-SHOW:

If you No-Show for a scheduled appointment for a second time, a fee equal to 50% of the missed service(s) will be posted to your salon account. Accumulated fees must be paid prior to booking any future appointments.

THIRD NO-SHOW:

If you No-Show a third time, you will be required a fee equal to 100% of the missed services. You will also be required from that point forward to prepay in full for any future services booked.

LATE ARRIVALS:

Please call us if you think you will arrive late for your reserved appointment time. If possible, we will try to adjust our schedule. However, it is possible we may ask you to reschedule your visit to another day if it interferes with another client's appointment time.