

# Booking & Appointment Policies

## **CANCELLATIONS**

WE REQUIRE 72 HOURS NOTICE OR MORE TO CANCEL OR RESCHEDULE AN APPOINTMENT. CANCELLING WITHIN 72 HOURS NOTICE MAY RESULT IN A CANCELLATION FEE OR FORFEITING ANY DEPOSIT PAID.

## **NO - SHOWS**

ALL MISSED APPOINTMENTS INCUR A CHARGE OF 100% OF THE MISSED APPOINTMENT AND FORFEIT ANY DEPOSIT PAID. IF THE APPOINTMENT WAS A FREE CONSULTATION, A \$25 PRE-PAYMENT IS REQUIRED TO RESCHEDULE AGAIN.

## **ARRIVING LATE**

ARRIVING 15 MINUTES LATE OR MORE TO AN APPOINTMENT WILL RESULT IN THE APPOINTMENT HAVING TO BE RESCHEDULED IN ORDER TO STAY ON TIME FOR NEXT CLIENTS. LATE APPOINTMENTS(15 MINUTES OR MORE) ARE BILLED 100% OF THE MISSED APPOINTMENT FEE AND IS CONSIDERED A NO-SHOW.

## **RESCHEDULING LIMITS**

AN APPOINTMENT MAY BE RESCHEDULED A MAXIMUM OF 2 TIMES. THINGS COME UP AND EMERGENCIES HAPPEN BUT HAVING TO RESCHEDULE A THIRD TIME SHOWS US THAT THE APPOINTMENT AND OUR TIME IS NOT VALUED.

## **NO GUESTS OR CHILDREN**

GUESTS AND CHILDREN ARE NOT PERMITTED TO ATTEND APPOINTMENTS. DUE TO THE NATURE OF OUR SERVICES, OUR STUDIO IS UNSAFE FOR CHILDREN & GUESTS CAN BE DISTRACTING CAUSING US TO RUN BEHIND SCHEDULE.

## **RESCHEDULE IF YOU ARE SICK**

PLEASE RESCHEDULE YOUR APPOINTMENT IF YOU ARE NOT FEELING WELL. A COMPROMISED IMMUNE SYSTEM CAN COMPROMISE YOUR RESULTS OF YOUR TREATMENT/SERVICE. ALSO, IF WE GET SICK, WE CANNOT WORK.

## **FOLLOW CARE INSTRUCTIONS**

ALL PRE-CARE AND POST-CARE INSTRUCTIONS CAN BE FOUND ON OUR WEBSITE IF ANY PERTAIN TO YOUR SERVICE. PLEASE FOLLOW ALL PRE-CARE AND POST-CARE INSTRUCTIONS. IF YOU ARRIVE TO YOUR APPOINTMENT AND HAVE NOT FOLLOWED APPROPRIATE PRE-CARE INSTRUCTIONS, YOUR APPOINTMENT MUST BE RESCHEDULED AND WILL BE TREATED AS A NO-SHOW.

## **NO REFUNDS**

ALL PAYMENTS MADE TO ICE & INK BEAUTY BAR LTD. ARE NON-REFUNDABLE AND NON-TRANSFERABLE UNDER ANY CIRCUMSTANCE. IF YOU CANCEL AN APPOINTMENT THAT YOU PAID A DEPOSIT FOR, THE DEPOSIT IS FORFEITED. DEPOSITS MAY BE TRANSFERRED TO A NEW DATE IF 72 HOURS NOTICE OR MORE IS PROVIDED TO RESCHEDULE.

## **BE RESPECTFUL TO OUR TEAM MEMBERS**

FAILURE TO BE RESPECTFUL TO ANY ICE & INK TEAM MEMBER WILL RESULT IN REFUSAL OF SERVICE IMMEDIATELY & INDEFINITELY.