



## **NO SHOW/CANCELLATION POLICIES**

### **THE 24-HOUR POLICY**

Our Salon understands that sometimes schedules change and therefore requests at least 48 hours notice when canceling or rescheduling your appointment. A credit card is required to hold your appointment. Appointments canceled within 24 hours of your scheduled appointment will incur a charge of 50% of the service amount. A “No Show” to your scheduled appointment will be charged 100% of the service scheduled.

### **THE TIERED POLICY**

Please note that appointments made within 24 hours may instead be canceled or modified at least 6 hours prior to the appointment time in order to avoid a charge of 50% of the service amount.

### **LATENESS POLICY**

Please note that if you are over 15 minutes late for your appointment, we may have to reschedule your service if it cannot be completed in the remaining time frame. All attempts to reschedule in a timely manner will be made. If we do not hear from you 15 or more minutes into your scheduled appointment time it is considered a “No-Show” and your card will be charged for 50% of the services scheduled.

### **POLICY TO PROTECT CLIENTS**

Our salon values your time and feels that it is fair to honor the same policies we hold to our clients. Should Salon need to cancel on a client due to unsafe weather, power outages, or other unforeseen events with less than 24 hours' notice we will honor 50% off your next identical service and do all we can to reschedule your appointment in a timely manner.

## **SALON POLICY EXCEPTIONS**

Here at Nine Salon and Spa we understand that accidents and emergencies happen that prevent 24-hour notice for canceling or rescheduling your appointment. Nine Salon guests are given one (1) grace appointment per year for last-minute scheduling changes, cancellations, or no-shows. This

## **FLEXIBLE SALON POLICY**

Here at Nine Salon and Spa we will do everything we can to accommodate appointment changes and cancellations as required. Please give us a call at your earliest convenience to modify or cancel your appointment.