

Scheduling and Cancellation Policies

Your experience at Bespoke Beauty & Body is very important to us. We work hard to attract, develop, and retain talented team members so we can provide exceptional care to the many guests desiring our services. When you do not fulfill your scheduled appointment, we are often unable to fill that time with another client. Clients in need of our services lose out on opportunities, and our staff take a hit. We have a responsibility to protect our team against losses of their personal income, because we want to retain them within our establishment, so that we can continue serving our community well.

All clients, without exception, must submit a credit card on file in order to reserve an appointment. This will be taken over the phone and stored securely at the time of scheduling (We are PCI compliant; our software and all systems are the most secure on the market). If you do not have a credit card present, we will temporarily hold your reservation, and you will have until the end of that same day to submit a card, otherwise you will forfeit that appointment.

We send out confirmations 72 hours in advance (we have SMS, email, and calling options available). We require a minimum of 48 hours notice if you must cancel OR reschedule your appointment. For Tuesday appointments, you must notify us before 5:30 PM the Friday before.

If you arrive late for your appointment and we cannot complete your full service, we will do our best to provide what we can in the time allotted. Some services do not have any margins or flexibility to hasten, therefore, if you arrive too late for us to adequately or safely complete your scheduled service, it will be considered a “no-show”.

In the event of a no-show, or a cancellation/rescheduling inside of 48 hours, we will be implementing the following:

For appointments valued \$75 or less, you will be charged a cancellation fee of \$25.

For appointments valued greater than \$75, you will be charged a fee of \$50.

*If you are scheduled to receive a specific service for the first time, **please arrive 10-15 minutes prior to your scheduled appointment** to complete the necessary paperwork. This will ensure you begin your appointment on-time with your technician.*