

SCHEDULING & CANCELLATION POLICY

Your appointments are very important to our team at Bespoke Beauty & Body. Those times are reserved especially for you, we understand that sometimes schedule adjustments are necessary; therefore, we respectfully request 48 hours minimum notice for all cancellations or reschedules.

All clients, without exception, must submit a credit card on file in order to reserve an appointment. This will be stored securely at the time of scheduling. If you do not have a credit card on you at that time, we will temporarily hold that time slot and you will have until the end of that same day to submit a card otherwise you will forfeit that appointment.

Please understand that when you forget, reschedule, or cancel your appointment without adequate notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services. Our appointments are confirmed 72 hours in advance. We recommend opting in to receive text and email notifications from us. For Tuesday appointments, you must notify us before 5:30PM the Friday before.

In the event of a no show, or a cancellation/reschedule inside the 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 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".

Our goal is to not punish anyone; we aim to attract and retain talented team members, as well as be able to efficiently and effectively serve you and others like you! Bespoke Beauty & Body policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele. Thank you for viewing and agreeing to our policies.

Bespoke Beauty & Body reserves the right to cancel future appointments after 3 no-shows and/or violations of our cancellation policy,



BESPOKE BEAUTY & BODY