

APPOINTMENT CANCELLATION POLICIES

I appreciate your business. So that I can best serve all my clients, please be advised of these policies. Your appointments are very important to Diana O'Donnell Skin Care, as it is reserved especially for you. I understand that sometimes schedule adjustments are necessary; therefore, I respectfully request at least 24 hours' notice for cancellations or to reschedule your appointment.

CANCELLATION & RESCHEDULING POLICY

Please understand that when you forget, reschedule or cancel your appointment without giving enough notice, I miss the opportunity to fill that appointment time, and other clients may miss the opportunity to receive services. Appointment reminders are sent for confirmation 48 and 24 hours in advance, because I know how easy it is to forget an appointment booked weeks ago. Since the services are reserved for you personally, a Cancellation fee will apply. I will ask for a credit card to have on file.

- Cancellation or rescheduling with less than 24 hours' notice will result in a charge equal to 50% of the reserved service amount.

- Appointments made *within* the 24-hour period must be cancelled or rescheduled within 4 hours of appointment time, or it will result in a charge equal to 50% of the reserved service amount.

NO SHOWS

NO SHOWS will be charged 100% of the reserved service amount.

LATE ARRIVALS

If you think you may be late for your appointment, please call and let me know. If you show up late for your appointment, your services may be altered to fit the remaining time. In this event, you will still be charged the reserved service amount. Tardiness of 15 minutes or later past your scheduled appointment time will require the appointment to be rescheduled and the cancellation fee will apply.

CONFIRMATION NOTIFICATIONS

As a courtesy, you will be emailed and/or texted to confirm your service appointments 48 and 24 hours prior to your appointment date. However, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

ARRIVAL TIME

Please aim to arrive 5 minutes before your scheduled appointment time. If you arrive after your scheduled appointment time, it may not be possible to extend the time available for your booked service; if your service is shortened due to your late arrival, you will still be charged the full cost of the service.

CHANGING YOUR APPOINTMENT

Your appointment time is reserved especially for you. A minimum of at least 24 hours' notice is required to reschedule or cancel a booked appointment without penalty, except in cases of contagious illness as described below.

SICKNESS OR FAMILY EMERGENCY

If you, or another person in your household, has an infectious or contagious illness, please contact me as soon as possible to reschedule your appointment for a later date. On a case-by-case basis, it is possible that cancellation/reschedule fees may be waived.

I agree to the policies described above.

Client Name _____

Client Signature _____ Date _____