

## **[Your spa name] Cancellation and No-Show Policy**

To provide exceptional service to all our clients and respect the time of all our staff members, we uphold the following booking policies.

### **Reservations and securing appointments**

All appointments require a valid credit card to be securely held on file at the time of booking. Your card will only be charged in accordance with the cancellation terms below.

### **Cancellation and rescheduling policy**

We require a minimum of 24 hours notice to cancel or reschedule any appointment. This allows us the opportunity to fill the appointment time.

### **Late cancellation fee**

Cancellations made with less than 24 hours notice will incur a charge of 50% of the scheduled service price to the card on file.

### **No-show fee**

Clients who miss their appointment without providing any prior notice will be charged 100% of the scheduled service price to the card on file.

### **Late arrivals**

We ask that you arrive on time for your appointment. Arrivals later than 15 minutes may result in a shortened service duration to avoid delaying subsequent clients, for which the full service fee will apply.

### **How to cancel or reschedule**

To avoid fees, you may cancel or reschedule your appointment by:

- Clicking the link in your confirmation or reminder email.
- Calling us directly at [your phone number] during business hours.
- Replying to your confirmation SMS text message.

We appreciate your understanding in helping us maintain a smooth schedule for all.