

No-shows, late arrivals, and cancellations Policy

Our goal is to provide quality care to all our clients in a timely manner. Out of respect for our staff and our other clients, we ask that you give us at least 24 hours' notice if you need to cancel an appointment. Appointments are in high demand, and your advanced notice will allow another patient access to that appointment time.

Please be aware of our policy regarding missed appointments.

How to Cancel Your Appointment

If you need to cancel your appointment, please call us at 1-833-465-0225 which is available 24 hours a day. You may leave a detailed message. You may also email us at: gabby@immaculatelyflawless.com. We will return your call/email as soon as possible.

Late Cancellations/No-Shows

A cancellation is considered late when the appointment is cancelled less than 24 hours before the appointed time. A no-show is when a patient misses an appointment without cancelling.

In either case, we will charge the patient a \$70.00 dollar missed appointment fee.

If you are **more than 15 minutes** late for your service, we **may not** be able to accommodate you. In this case, the same cancellation fee will apply. We will do our very best to reschedule your service for another time that is convenient to you.

Please note, we do not offer refunds. However, if you give us at least 24-hour notice of your need to cancel, we will credit your payment toward another service appointment. However, if you do not cancel with at least 24-hour notice, you will lose any payments you have already made.

For new clients' first appointments, a **no show or late cancellation** will result in a full charge of the service.