

# Cancellation Policy



Thank you for choosing DJ Skin Studio! Your appointment is very important. It is understood that sometimes schedule adjustments are necessary. Therefore, I respectfully request at least 24 hours notice prior to your scheduled appointment time for cancellations or rescheduling of appointments.

**Please notify me by phone as soon as possible or by e-mail if your cancellation is outside of my normal business hours.**

**I can be reached at 269-873-0340 (call, text, voicemail) Email: danitralouise@gmail.com**

**ANY APPOINTMENTS CANCELED, RESCHEDULED OR CHANGED WITHOUT 24 HOURS NOTICE WILL RESULT IN A CHARGE EQUAL TO 50% OF THE RESERVED SERVICE AMOUNT.**

There is **15min grace period** for late arrivals or your appointment may need to be rescheduled and cancellation fee will apply.

I recognize the time of clients is valuable and have implemented this policy for this reason. When you miss an appointment, I not only lose your business but also the potential business of other clients who could have scheduled an appointment for the same time.

Please remember that it is your responsibility to remember your appointment dates and times in order to prevent any missed appointments which result in a cancellation fee. Not receiving an electronic notification of your appointments from us is not sufficient reason to miss an appointment if the original confirmation notification was received timely.

If it is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incidence, illness, or weather that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no discount or rescheduling fee will apply.

**Please note: A valid card must be on file when booking online and you will not be charged unless the cancellation policy applies.** If you are not able to provide a card, please call me to schedule your appointment and you may make an electronic deposit that will be applied to your service once you checkout at your appointment.

**If you purchased a Groupon and you reschedule or cancel without 24hrs notice, you will need to pay 50% of the Groupon price for your service before rebooking, or you may add it to your next scheduled appointment.**