

## Urban Eve Appointments Cancellation & No Show Policy



In order to ensure that our clients receive the best possible service, it is important that both stylists and clients protect the time scheduled for appointments. We ask that clients be on time for all appointments, arriving five to ten minutes prior to the scheduled appointment if possible, in order to make the most of his/her full appointment time.

In the event that a client needs to cancel or reschedule his/her appointment, we ask that he/she make every effort to notify us at least 24 hours before the scheduled appointment time if possible.

- If a client cancels his/her appointment less than 24 hours before the appointment time, we reserve the right to charge 25% of the scheduled service price when rescheduling a new appointment.
- If a client does not show up for his/her appointment, we reserve the right to charge 50% of the scheduled service price when rescheduling a new appointment.
- If a client is more than 15 minutes late for his/her appointment, we reserve the right to modify the scheduled services and reschedule the services or appointment as needed.

We understand that emergencies and unexpected circumstances may arise, and exceptions to this policy will be made as needed.

The complete satisfaction of our clients is one of our main priorities, and we do our best to offer prompt solutions to any problems or concerns that may arise. If for any reason a client feels dissatisfied with any of our services, he/she may bring it to our management's attention. We appreciate all feedback from our clients, negative or positive, so that we might provide the best possible service.

Thank you in advance for your business and for choosing to have your services with us.

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Guest Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Guest Name Printed: \_\_\_\_\_

Stylist Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Stylist Name Printed: \_\_\_\_\_