

## **R & G Salon & Spa Cancellation Policy**

Your appointments are very important to the R&G Salon & Spa team, it is reserved especially for you, we understand that sometimes schedules adjustments are necessary; therefore, we respectfully request at least 24 hours notice for cancellations.

### **NEW CLIENT POLICY**

Any new clients at R&G Salon & Spa are required a 30% down payment prior to appointment, which will be redeemed at the time of checkout.

### **STRICT AND ENFORCED 24 HOUR CANCELLATION POLICY**

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on the waiting list miss the opportunity to receive services. Our appointments are confirmed 48 hours in advance because we know how easy it is to forget an appointment you booked months ago. Since the services are reserved for you personally, a cancellation fee will be applied.

- Less than 24 hour notice will result in a charge equal to 20% of the reserved service amount.
- "NO SHOWS" will be charged 50% of the reserved service amount.
- Appointments made within the 24 hour period and need to cancel, the client then must cancel within 4 hours of the appointment time or will result in a charge equal to 50% of the reserved service amount.

The cancellation policy allows us the time to inform our standby guests of any availability as well as keeping our R&G team members schedules filled, thus better serving everyone. R & G Salon & Spa polices are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele. Thank you for viewing and supporting our policies criteria.

### **CONFIRMATION CALLS**

As a courtesy, we will call and confirm your service appointments 24 hours prior to your appointment date. However, if we are unable to reach you, and can only leave a message, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

We also send text reminders and emails, so we strongly urge you to provide us with a current email and phone number along with you carrier provider.