

## **Booking & Cancellation policy**

*This Booking Policy will take effect as of the 1<sup>st</sup> April 2014.*

No-shows and last minute cancellations enormously disadvantage our clients and our business. This means that other clients cannot book those time slots with us. Therefore we hope that you will appreciate the introduction of our new Booking and Cancellation Policy.

**New clients:** A 50% deposit is required to secure bookings for all new clients, for their first three visits at time of booking. We accept Cash, Eftpos and major credit cards.

We kindly request 24 hours notice for any cancellations or changes to your appointment. This is so that we can offer that time slot to another client. Your deposit will be held for your next booking or refunded. However, if you do not provide us with 24 hours notice or you fail to turn up for your appointment your deposit will be forfeited. We cannot accept messages left on Sundays as this is insufficient notice, as we will not have enough time to try to rebook your time slot.

### **New client online bookings:**

If you have booked online, your appointment will not be accepted until a deposit has been received. We will contact you and take a payment over the phone.

### **Existing clients:**

We understand that sometimes you may need to change your bookings and we are happy to accommodate you but we require at least 24 hours notice for this. Anything less disadvantages us and other clients who potentially could have had that appointment slot.

Please note that if you arrive late, your treatment time will be reduced.

Lashed would like to say thank you all clients for their understanding and we look forward to your visit!

Owner & Operator