***Melissa Vonde Cosmetology***

CANCELLATION POLICY

Your appointments are very important to Melissa Vonde Cosmetology. It is reserved especially for you. I understand that sometimes schedule adjustments are necessary; therefore, I respectfully request at least 24 hours notice for cancellations.

Please understand that when you cancel your appointment without giving enough notice, I miss the opportunity to fill that appointment time, and clients on my waiting list miss the opportunity to receive services. Your appointments are confirmed 48 hours in advance by email because I know how easy it is to forget an appointment you booked weeks or possibly months ago.  Since the services are reserved for you personally, a Cancellation fee will apply. I will be asking for a credit card to have on file. This credit card will not be charged without an email, phone call or text to inform you that it is being charged. This credit card on file is only to be used in a Cancellation Policy violation.

- Less than 24 hours notice will result in a charge equal to 50% of the reserved service amount.

 - “NO SHOWS” and day of appointment cancellations will be charged 100% of the reserved service amount.

- Appointments made within the 24 hour period and need to be cancelled; the client then must cancel within 4 hours of appointment time by phone call or text or will result in a charge equal to 50% of the reserved service amount.

- Multiple services not cancelled 24 hours in advance will be charged 100% of the reserved service amount.

The cancellation policy allows me the time to inform my wait list clients of any availability, as well as keeping my schedule filled, thus better serving everyone.

Melissa Vonde Cosmetology policies are presented and provided in the best quality and tradition of excellent servicing for my established and future clientele. Thank you for viewing and supporting my policies criteria.

Sincerely,

Melissa Vonde

Melissa Vonde Cosmetology

Licensed Cosmetologist