

ISSY'S

CANCELLATION POLICY

24 HOUR CANCELLATION POLICY FOR APPOINTMENTS

Your appointments are very important to the team members at Issy's. Your appointment is reserved especially for you and, while we understand that sometimes schedules adjustments are necessary, we respectfully request **at least 24 hours' notice for cancellations**.

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 our waiting list miss the opportunity to receive services. We will confirm your appointment with you 48 hours in advance because we know how easy it is to forget an appointment you booked months ago.

CANCELLATION FEES

Since the services are reserved for you personally, **a cancellation fee will apply if you fail to give at least 24 hours' notice that you will not be able to make your appointment.**

- Less than 24 hours' notice will result in a charge equal to 50% of the reserved service amount.
- 'No shows' will be charged 100% of the reserved service amount.
- For appointments made within the 24 hour period, if you cannot make your appointment, please cancel within 4 hours of your appointment time. Failure to do so will result in a charge equal to 50% of the reserved service amount.

The cancellation policy gives us the time to inform our standby guests of any availability and keeps our team members' schedules filled. Our aim is to provide you with an excellent level of service and our policies help us to achieve this. Thank you for viewing and supporting our policies criteria.

APPOINTMENT CONFIRMATION EMAIL & TEXT

As a courtesy, we will call and confirm your appointment by email (5 business days in advance) and by text (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.

Thank you for your understanding,