

# ADORA

A MEDICAL DAY SPA

## **Adora Cancellation Policy**

*We recognize that the time of both our clients as well as our staff are very valuable, and we have implemented this cancellation policy for this reason.*

Your spa services are reserved especially for you! We truly value your business and ask that you respect our scheduling policies. When you are absent from a scheduled appointment with us, we are not only unable to provide services to you, but also are unable to serve clients who have been waiting for an appointment time. We hold your appointment with either a valid credit card or gift card.

You may cancel your appointment without charge any time before the close of business on the business day preceding your appointment.

### **Traditional Spa Services:**

Same day cancellations will be charged 50% of the scheduled service price. If you **do not call** to cancel your appointment or do not show up for your scheduled appointment, you will be charged **full price** for the scheduled service.

### **Medical Procedures and Consultations:**

Same day cancellations and no-show appointments for medical spa procedures and consultations will be charged a flat fee of \$100.00.

### **Adora Day Spa Packages and Group Scheduling**

*Packages and group scheduling pose a particular challenge for our team, as multiple schedules must be coordinated to make your day special.*

All **packages** require a credit card to secure appointments. You may cancel or reschedule up to 3 days prior to your package. Two days prior to your scheduled appointments the credit card on file will be charged the full amount of your services, and this is nonrefundable. If your card declines for any reason, your package will be cancelled, unless another form of payment is provided.

Rescheduled appointments – We may decline to accept new appointments for clients who have rescheduled the same appointment two or more times.