

# Adora Day Spa Cancellation Policy

## Adora Day Spa Services

Your spa services are reserved especially for you! We truly value your business and ask that you respect our scheduling policies. We recognize that the time of both our clients, as well as our staff is very valuable, and we have implemented this cancellation policy for this reason. 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**

For all **PACKAGES** a credit card will be needed to secure your appointments, you may cancel your appointment without charge any time 72 hours before the close of business on the business day preceding your appointment. Same day cancellations will be charged 50% of the amount of the scheduled services on the card provided. All no shows will be charged full value of scheduled service.

Moved appointments – If you move the same appointment two or more times, the above rules may apply.

