



## Cancellation Agreement

Your appointments are very important to our team at Glimpse LASH™ and time is reserved especially for you, we understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least a 24 hour 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. Our appointments are confirmed 48 hours in advance via text message and/or email because we know how easy it is to forget an appointment you booked weeks ago. Since the services are reserved for you personally, a cancellation fee will apply.

- Less than 24-hour notice will result in a charge of 50% of the service scheduled.
- Not showing up will be charged 100% of the reserved service amount.
- Lash full set appointments must be held with a credit card. Your card will not be charged until after your service is completed. Keep in mind that for a full set of lashes we are setting aside 2 full hours for this service and the lash stylist does not get paid for no-show appointments and this is our way to compensate them for their time.

The cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our Glimpse LASH™ team members schedules filled, thus better serving everyone. Glimpse LASH™ policies are presented and provided in the best interests of providing excellent services for our established and future clientele. Thank you for reviewing and supporting our cancellation policy. We sincerely appreciate your business and strive to do the best for our clients and our amazing staff.

### Appointment Reminders

As a courtesy, we will text and or email to confirm your service appointments two business days prior to your appointment date. However, if you prefer that we give you a phone call we will certainly accommodate your request but please understand that we need you to remember your appointment dates and times to avoid late arrivals, missed appointments, and the cancellation fee.

I agree (signature) \_\_\_\_\_