



APPOINTMENT AND CANCELLATION POLICY

Appointments

Your appointments are very important to the Calla Lily Day Spa & Salon team members as it is reserved especially for you. Therefore, a **50% DEPOSIT** charged to a major credit card is required to hold any appointment and to charge any associated fee with the following Cancellation Policy.

Late Arrival

If arrival is delayed, we will make every effort to accommodate your full appointment, but this is not always possible. Service times may be abbreviated, but not discounted, to avoid delays for other guests.

Cancellation Policy

Please understand that when you forget or cancel your appointment without giving much notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive services. We will make every effort to confirm your appointment at least 48 hours in advance (through email, text or telephone call) because we know how easy it is to forget an appointment that may have been booked a while ago. Since the services are reserved for you personally, a Cancellation Fee will apply:

- Less than 24 hour 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.
- Appointments made within the 24 hour period will need to cancel no later than 4 hours before the appointment time or will result in a charge equal to 50% of the reserved service amount.
- All multiple services or Spa Parties not cancelled within 48 hours will be charged 100% of the reserved service amount.

This Cancellation Policy allows us time to inform standby guests of any availability, as well as keeping our Team Members' schedules filled. Calla Lily Day Spa & Salon policies are presented and provided in the best quality and tradition of excellent service for our established and future clients. Thank you for viewing and supporting our policies criteria.

I have read, understand and agree to the above polices:

Name: _____ Date: _____