

# CANCELLATION POLICY

**Canceling and Rescheduling.** Customers may cancel or reschedule without penalty by notifying us at least 48 hours before their scheduled appointment or reservation time. To cancel or reschedule, please contact us at:

**Phone:** (636) 633-6531

**Late Cancellation.** Cancellations are considered "late" when the Customer does not cancel or reschedule at least 48 hours prior to the scheduled appointment or reservation time. Late cancellations will result in Customer being charged a fee of \$100.

**Missed Appointments.** If a Customer misses their scheduled appointment or reservation without canceling or rescheduling, they will be charged 100% of the price of the scheduled service or event.

**Provider Initiated Cancellation.** If, for any reason, we must cancel a Customer's scheduled appointment or reservation, we will notify you as soon as possible and work with you to reschedule or you will receive a full refund.

**Refunds.** Any refunds will be processed in the same method as the original payment.

**Fee Waiver.** We reserve the right, at our discretion, to waive any fee or penalty assessed hereunder for any reason we deem sufficient and reasonable.

**Additional Terms and Conditions.** Additional terms and conditions are as follows: DAY OF EVENT: Inclement weather will result in a cancellation with a partial refund, or you may reschedule your event at no extra charge.