

# Policies & Etiquette

## **Cancellation Policy**

As a courtesy, please contact us at least **48 HOURS** in advance to avoid cancellation fees.

Last minute cancellations will result in a fee of \$25 or 50% of the booked service, whichever is more. More than 1 last minute cancellation will require 100% payment of the service missed, and deposit payments for all future bookings. No shows will no longer be tolerated as this puts a financial strain on the business and is not fair to other clients.

Please understand and respect that my time is valuable. If you are unable to make your appointment, let me know. It takes 2 minutes to leave a voicemail or send a message. *No shows are unacceptable* and may result in being blacklisted.

## **Booking Policy**

Please book all appointments online and check the schedule often as it is subject to change due to cancellations or rescheduling. This makes for an efficient and simple booking experience with Glamorosa Nails. If you have questions about any services or bookings, don't hesitate to call or email me with a note about your concern. Keep in mind that evenings are my busiest time, and thus appointments made **2-3 weeks** in advance are *strongly recommended*.

## **Payments**

Accepted forms of payment are cash, debit, credit card and E-transfer. *If you cannot afford the listed price, do not book an appointment.* Keep in mind your service fee goes towards many things such as product, insurance, utilities, and more. *Please do not ask for discounts, it is rude.*

## **Arrival Time**

Please arrive to your appointment on time! If you arrive a few minutes early, do not come in until your allotted time unless otherwise stated, as this may affect other appointments. Late arrival may result in a shortened, cancelled, or rescheduled appointment. If you arrive more than 15 minutes late to your appointment, the appointment may be terminated and you will be charged a rescheduling fee.

## **Group Reservation Policy**

Glamorosa Nails will offer discount packages to groups of people for parties or events. Please call or email me for details regarding these packages.

## **Discomfort or Dissatisfaction**

Let me know immediately if you are uncomfortable during your service for any reason. My goal is for you to enjoy a positive experience with Glamorosa Nails. Corrections can only be made if I am aware of a problem at the time of

your service. Glamorosa Nails cannot be held liable for any issue that was not brought up immediately and handled at that moment.

**Gift Certificates**

Gift certificates are redeemable for services up to the dollar value indicated. They are non-refundable, non-transferable, and never expire. Gift certificates are like cash. If lost, they cannot be replaced.

**Product Returns**

For your quality management, all purchased products are non-refundable and non-exchangeable.

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By Glamorosa Nails.

