

Grand Textures Cancellations

Cancellation

At Grand Textures, your appointment and well being is important to me. My goal is to ensure fairness and proper scheduling of appointment times to be available for all services for everyone. My cancellation policy is in place to be sure there is enough time for everyone, so we can schedule our lives accordingly and to be sure I am providing quality service to all clients promptly. No- Shows, Late arrivals, and cancellation inconveniences not only myself but other clients as well. When booking an appointment you are holding a place on the calendar where that time and date will no longer be available for another client. I understand unexpected delays may occur and if cancellation is necessary, please inform me as soon as you know.

Policy:

- Deposits require, 25% of the service
- Transferable but non-refundable
- At the discretion of Grand Textures, the appointment will be canceled if (1) the deposit is not paid, (2) multiple reschedules and or cancelations
- Cancellation or Rescheduling made in less than 48 hours will result in a cancellation fee. The amount of the fee will be equal to 50% of the reserved service or \$50 whichever is more.
- No-Shows will be charged 100% of the service
- In the event you are more than 15 minutes late for your service, I may not be able to accommodate you. A late fee will automatically be added to your service 15 minutes past the appointment time.
- Beyond 30 minutes late your appointment may be canceled. In this case, the same cancellation fee will apply. I will do my very best to reschedule your service for another time that is convenient for you.
- Upon booking, I will require a credit card to hold your appointment. Cancellation fees will be charged to your card on file.
- In the event of a truly unavoidable emergency, all or parts of your cancellation fee may be applied to future services.