

Cancellation Policy

Dear Client,

Your appointment is reserved especially for you, and while we understand that sometimes schedule adjustments are necessary, we respectfully request **at least 12 hours' 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.

We have a 12 hour cancellation policy. If you cancel your appointment with less than 12 hour notice, you will be charged the full price of the appointment.

No-Shows: No shows will be charged the full price of your appointment. You will be considered a “no-show” if you fail to arrive at the designated property after 10 minutes of your booked appointment time.

If you request to change a confirmed appointment with more than 12 hour notice you will not incur any charge. If you request to change a confirmed appointment within 12 hours of the start time, your booking will be treated as a cancellation and you will be charged the full price of the appointment.

For bookings made within 12 hours of the start time: If you book for an appointment with a start time within 12 hours, you can cancel it free of charge within 30 minutes of making a booking. If you cancel beyond these 30 minutes you will be charged the full price of the appointment.

Kind regards,

The Lotus Room