



# Our Cancellation Policy

## **OVERVIEW & PURPOSE**

As a small business, a huge part of our continued success is dependent on a mutual respect for each other's time. We truly appreciate your understanding & cooperation with our simple policies below.

All reservations are followed with a text message and email to confirm and reminder emails and texts as well.

We respectfully require a 24 hour notice for cancellation of your scheduled services to be without fees. A credit card is *required* to reserve any appointments at Chaos Studio Salon.

## **Cancellations:**

1. Guest must agree to Chaos' Cancellation Policy.
2. Guest must give 24 hour notice to cancel any reservation.
3. 50% of reserved services will be charged to the credit card on file if 24 hour notice is not given.

## **No-Shows:**

4. If guest fails to show up to their scheduled appointment & doesn't call, a 100% service fee will be charged to the credit card on file.
5. Appointments will not be allowed to be reserved again until fee is paid.