

Lluminaire Salon

Cancellation Policy

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At Lluminaire Salon, your appointments are very important to us. We know your time is valuable, and we do our best to respect it by reserving time especially for you.

When you forget about your appointment or cancel it without providing us with enough notice, we miss the chance to offer that time to a client on our waiting list, and other clients miss the opportunity to receive services.

So that we are able to serve you and others well, we have implemented the following **Strict Cancellation Policy**.

We ask that you **please familiarize yourself with all provisions of this policy and abide by them to avoid being charged for missed appointments or not providing sufficient notice prior to canceling an appointment.**

Lluminaire Salon reserves the right to require a credit card to reserve multiple or combination services. In these instances, a credit card "HOLD" transaction will be placed on your card to reserve your appointment time.

24-Hours' Notice of Cancellation

We understand that sometimes you may need to cancel or reschedule your appointment. In these situations, we ask that you provide us with at least 24 hours' notice.

- **If you do not notify us at least 24 hours in advance of your appointment, you will be charged 100% of the cost of your scheduled services.**
- **If you are scheduled for multiple or combined services and fail to cancel your appointment at least 24 hours in advance, you will be charged 100% of the cost of your scheduled services.**

Forgotten and Missed Appointments

We know how easy it is to sometimes forget an appointment. That's why, as a courtesy, Lluminaire Salon calls all of our clients two business days in advance to remind them of their appointments. If we are unable to reach you, we will leave a message. However, it is your responsibility to remember your appointment date and time.

- **If you fail to show up for your appointment, you will be charged 100% of the cost of your scheduled services.**

H2: Appointments Made Within the 24-Hour Timeframe

- **If you scheduled your appointment within 24 hours of your appointment time and you need to cancel, you must cancel within four hours of your appointment time to avoid being charged 50% of the cost of your scheduled services.**