Cancellation & Rescheduling Policy

At The Skin Body and Wellness Clinic, we value your time and the quality of care we provide. To ensure fairness to all clients and protect our service providers' schedules, the following policies apply to every appointment.

Cancellation Policy (24 Hours Required)

We require 24 hours' notice to cancel or modify any scheduled appointment.

- Cancellations made with less than 24 hours' notice will be charged 50% of the scheduled service price.
- *First-Time Courtesy:* We offer one complimentary grace cancellation for new or existing clients. After that, all late cancellations incur the 50% fee.

No-Show Policy

Clients who fail to arrive for their appointment without any notice will be considered a No-Show.

- No-shows are automatically charged 50% of the scheduled service total.
- No-show fees must be paid before booking a future appointment.

Rescheduling Policy

You may reschedule an appointment within the 24-hour window up to two times with no penalty.

- After two reschedules inside the 24-hour window, any additional change will be treated as a late cancellation and charged 50%.

Late Arrival Policy

To respect the next client and maintain service quality:

- Facials: 15-minute grace period
- Wellness Sessions (Salt Booth, Red Light, Sauna, etc.): 5-minute grace period

If arrival exceeds the grace period and we are not notified, the appointment is considered a No-Show and is billed accordingly.
If we are able to still accommodate you, your session may be shortened to avoid impacting the next client.

Payment of Fees

Late cancellation and no-show fees will be automatically charged to the card on file. If no card is saved, the invoice must be paid before additional appointments can be scheduled.

Repeated Violations

Clients with repeated no-shows or late cancellations may be required to pay deposits for future bookings or may lose online booking privileges.

Why These Policies Matter

Our services are provided in private, one-on-one sessions. Late cancellations and no-shows directly impact our small business and prevent other clients from booking valuable time slots. These policies ensure fairness, availability, and sustainability for everyone we serve.