

CANCELLATION POLICY

We strive to provide an excellent service to our clients. In order to do so, we have updated our Cancellation, No-Show and Late Appointment policy. Cancellations and No-Shows leave gaps in our schedules that cannot be filled without timely notice and prevent us from being able to accommodate other clients waiting for appointments.

Your appointments are very important to us, it is reserved especially for you. We understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least 24 hours' notice for cancellations and re-scheduling to ensure we are always able to give you the best service.

"NO-SHOWS"

Non-cancellations or "NO-SHOWS" will not be charged; however, in the event you miss three consecutive appointments without contacting the salon, you will be unable to schedule future appointments. Nevertheless, you may be considered as a walk-in.

Clients who cancel their appointments without proper notice or do not show up for their reserved appointment times are considered a "No-show".

LATE ARRIVALS

We understand "life happens". If for any reason you are expecting to be late by 10 minutes or more to your scheduled appointment, please call us (02 885 6000). If possible, we will try to adjust our schedule. However, it is possible we may ask you to reschedule your visit to another day if it interferes with another client's appointment time.

An appointment will be automatically cancelled after 15 minutes of a no-show.

CONFIRMATION CALLS

As a courtesy, we will call and confirm your service appointments a day prior to your appointment date. However, if we are unable to reach you, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals and missed appointments.

The cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our studio crews' schedule filled, thus better serving everyone. Nails® policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele.

Thank you for viewing and supporting our policies' criteria.