



SIMONSON'S

SALON & SPA

CANCELLATION POLICY

Simonson's Salon and Spa values the relationship we share with every guest and understand that sometimes schedule adjustments are unavoidable. We respectfully request a 24 hours' notice for all service appointment cancellations. When appointments are cancelled with sufficient notice, it gives our commission-compensated technicians an opportunity to fill the cancelled appointment time with another guest. In some cases, a cancellation fee may apply.

A valid credit card number is required to schedule Day Spa Packages and Group Bookings (i.e. wedding parties). If sufficient notice of cancellation is not received, 50% of the reserved service(s) total will be charged to the credit card provided.

MISSED/NO SHOW APPOINTMENTS - Records of missed appointments, also known as a "No Show", and insufficient notice of cancellation are captured in the guest profile. Three (3) 'Missed Appointments' can prompt a prepayment resolution which requires full remittance of the service price simultaneously with the scheduling of any service appointments. This requirement will be lifted once a successful appointment history has been reestablished.

REMINDER/CONFIRMATION CALLS - If text message and/or email have NOT been selected as the preferred communication mode, a Simonson's representative will place a courtesy reminder/confirmation call two business days before the service appointment date. If no one answers, the representative will leave a brief voicemail message stating the date and time of the appointment. Missed appointments and/or insufficient notice of cancellation may result in a cancellation fee.