

### **Late Arrivals:**

If you arrive late, your session may be shortened or may be rescheduled. This will be determined depending on time when you arrive. Please understand we may have appointments set after yours and we must be thoughtful and courteous to others that have set time aside for their appointment. REGARDLESS of the length of service actually given, you will be responsible for FULL charge of treatment. If service has to be rescheduled, we will use the courtesy "pass" guideline below for the 24-hour cancellation policy. If "pass" has already been used, you will be responsible for FULL charge of service at that time.

### **Cancellation Policy:**

Thea Lounge understands life happens and it can be unpredictable at times. At the same time, we kindly ask you to keep us, the Esthetician and your peer, in mind and cancel or reschedule your appointment in a timely matter. A graceful 24-hour notice is what we ask for to be able to offer that spot to another client and to readjust our schedules. Feel free to call/text or email to notify us of appointment changes. You can also reschedule at that time through us or log on and rebook here!

### **Under 24 Hours Cancellation or Reschedule:**

Please understand that at this time we might NOT be able to offer this spot to another client. However, as a courtesy to you, we will allow a ONE TIME after 24-hour cancellation with no charge. AFTER One Time, a 50% service fee will be applied to your account, that will need to be paid before starting service for next appointment booked.

### **NO CALL NO SHOW CLIENTS:**

A ONE-TIME courtesy "pass" will be given to each client. At the time of your SECOND NO CALL NO SHOW, 100% credit will be applied to your account. This will need to be paid before starting service, the next appointment booked. Please be thoughtful of our Esthetician as Thea Lounge is of you.

### **Helpful Tips and Need to know:**

Thea Lounge is here to do the best in accommodating your needs! That's why we encourage you to always schedule ahead of time and set up your next appointment right away. This way you can guarantee your next appointment is there when you need it =)

Lastly, this is NOT a kid-friendly environment. Thank you for your cooperation!

\*Gratuities are not included with any service and it is highly appreciated!!!

\*\*Forms of payment Accepted: Cash, Credit or Debit.