

URBAN SKIN SOLUTIONS

CANCELLATION POLICY

To reschedule or cancel an appointment a 24 cancellation notice must be given.

Urban Skin Solutions does provide a courtesy reminder call the day before the scheduled appointment. Therefore, we ask that you extend the same courtesy by providing 24 hours notice for a cancellation. Also if you are more than 15 minutes late to your scheduled appointment we are not required to see you and the appointment is documented as a no show. When a client does not show for their scheduled appointment or is late, we do not have the opportunity to fill that time slot with another client, causing our business to lose money.

The fees are as follows:

1st offense: no charge

2nd offense and More: \$25

For those patients who have package purchases the above fees still apply, if you do not comply with the above fees then one service will be automatically deducted from your package.

****After your first complimentary missed appointment we require that your credit card information is held on file in order to make a future appointment****

For All Appointments 55 min or longer we require a \$25 deposit must be given at the time the appointment is made. The deposit will be refunded as long as a 24 hour notice is given to cancel or reschedule the appointment.

Thank you for your understanding in this matter.