

Visage a Visage Day Spa & Salon Cancellation Policy

- When booking an appointment with us, we require a **valid** credit card/debit card on file to hold the appointment (this card is *not* charged unless there is a no show or last minute reschedule/cancellation). We will also accept a Visage a Visage Day Spa & Salon Gift Card, as long as there is enough balance to cover any last-minute cancellation/rescheduling fees.
- We ask for 48-hour notice when canceling *or* rescheduling your appointment
- Failure to give adequate notice in changing your appointment will result in a no show/last minute cancellation charge on the card that we have on file.
 - o Being more than 15 minutes late for your scheduled appointment will require you to reschedule and counts as a no show.
 - o First time offense results in a 50% charge, every offense from that point forward will result in a 100% charge.
 - o Each charge will also include 20% gratuity on the original service total.
- If the card on file is invalid, blocked, or has insufficient funds, we will be unable to book any future appointments without an updated card, and may require you to pre-pay for future appointment(s).

***Please keep in mind that our service providers are commission based, which means that last minute cancellations and no shows result in a loss of income for said service providers.**

