

Avante Laser & MediSpa No Show/ Late Cancellation Policy

Time booked is exclusively for the appointment needs of our valued clients. We have a waiting list that we view each day for clients waiting to get in for an appointment. **A credit card is held to book all appointments for 2 or more services.** This card is not used except in the event of a no show or late cancellation. Any services missed that are normally paid for through our On Account or Series methods, will be charged in that same method instead of to their credit card.

We require 24 hour notice for cancellations of single service appointments and 48 hours if you are booked for multiple services. If you are canceling a day of Beauty for 2 or more people, we require a 72 hour notice or full price will be charged for all services booked. Days of Beauty require a 50% deposit for services booked.

We understand emergencies happen and we will do our best to work with every client as necessary. We ask in return that you do your best to be considerate of the time we have set aside for you.

Our policy is as follows:

One No Show or One Late Cancellation of a single service:

The client is called and offered to reschedule
Informal policy mailed to client

Two No Shows or Late Cancellations of a single service:

The client is called and offered to reschedule
A letter is sent along with the details of Avante's policy

Three No Shows or Late Cancellations of a single service:

A credit card is required for the booking of an appointment. The client is informed that they will be charged 50% of the cost of this service if they miss it (or they can use another form of payment if they choose). Any services missed that are normally paid for through our On Account or Series methods, will be charged in that same method instead of to their credit card.

Fourth No Show or Late Cancellation of a single service:

A credit card is required when booking an appointment. If the client has a **No Show or Late Cancellation for this fourth appointment, they are charged 100% of the cost of the service either to their credit card or through the On Account or Series methods.**

No Showing for an appointment is defined as:

- **Not showing for an appointment and not calling 24 hours in advance to let us know.**

Late Cancellation is defined as:

- **Cancellation of an appointment within 4 hours of that appointment.**

Client Signature _____ Date _____

(office use only)

Avante Laser & MediSpa employee initial _____