



# Laura D's

## Hair & Day Spa

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## Cancellation / No Show Policy

At Laura D's, we truly value the time we get to spend with you. Your appointment is reserved just for you, and we do our best to ensure that every visit is relaxing, personal, and special.

Please understand that late cancellations and no-shows directly affect our small business, our team, and our livelihood. When you miss an appointment or cancel at the last minute, it leaves a gap in our schedule that we are often unable to fill on short notice.

To help you keep track, we send text and email reminders prior to your appointment. These are sent as a courtesy, but ultimately, it is your responsibility to remember your appointment time.

We kindly ask that you provide at least 24 hours notice if you need to cancel or reschedule your appointment. This allows us the opportunity to accommodate other guests who may be waiting for an opening.

### **Our Policy:**

- Cancellations must be made at least 24 hours prior to your appointment time.
- Appointments canceled with less than 24 hours' notice or missed entirely will result in a late cancellation/no-show fee that will be 50% of your scheduled service.
- This fee must be paid before any future appointments can be booked.

Thank you for respecting our time and supporting our business. Your understanding helps us continue doing what we love—taking care of you!

— The Laura D's Team