

CANCELLATION POLICY

1. Objectives and Background

- (a) Ly de Angeles is committed to providing you a quality experience in a timely manner.
- (b) Unfortunately, when a client cancels without giving adequate notice, it prevents another person from access. This cancellation policy is used as a way of respecting the time commitment of all involved. It explains the process for requesting a cancellation and the fees applicable. This policy is used in fairness to both our business and the clients who would otherwise have wanted an appointment.
- (c) We are implementing a straightforward cancellation policy to be upfront about all the costs you may face when engaging our skills.

2. Cancellation Process

- (a) We understand situations can arise in which you must cancel your appointment. Due to limited appointment availability, we request that you cancel with a minimum of 48 hours' notice. This allows us to fill that appointment slot.
- (b) Contact by email only, so that we both retain a record of agreement and the decision-making process.
- (c) All references to cancellation of appointments in this clause are also a reference to rescheduling of appointments.
- (d) Rescheduling of appointments void any deposit after one attempt.

3. Questions

A quality relationship is based upon mutual understanding. Questions about our cancellation policy should be understood prior to booking your place and according to this agreement.

4. Agreement

Please sign that you have read, understood and consented to this Cancellation Policy. By signing, you understand that you are holding a spot and you may be charged a cancellation fee if an appointment is cancelled without providing at least notice or if the appointment is missed.

Date

Customer Signature (write name in caps)

Print Name