

# BOOKING & CANCELLATION POLICY



## STUDIO HOURS:

All services at Priceless Beauty are strictly by appointment only. If you are seeking a service outside the regular booking hours, weddings, or group bookings please email [info@priceless-beauty.com](mailto:info@priceless-beauty.com) or contact us at **647 455 1400**.

We will be more than happy to accommodate your request if we have availability.

## BOOKING PROCESS:

- You can see our general availability via our online booking system.
- If you do not see availability or have a group booking or a large event such as a wedding you can place a custom beauty request or contact us via website contact form, email or telephone.
- You are required to pay a 50% deposit in order to reserve your services. This amount will be applied towards your booking and the remaining balance will be due on the day of your services.

## CONFIRMATION & REMINDERS:

- If you booked your appointment yourself via our booking system you will automatically receive a confirmation via email.
- If you do not receive a confirmation, it means that you do not have a scheduled appointment. Please double-check your text messages or email to ensure that your booking was successful.
- If you booked via our request portal, our beauty coordinator will be in touch 24-48 business hours with the next steps to confirm your booking. Once confirmed you will receive an email confirmation and google evite to your service.
- It is your responsibility to accept the Evite and or manually add your appointment to your calendar.
- Please ensure you read the communication we send which has all details you will need in order to be prepared for your appointment.

## APPOINTMENT MODIFICATIONS:

- All appointment modifications are based strictly on the artist's role and availability.
- We can not guarantee any last-minute appointment modifications.

## BRIDAL & CUSTOM GROUP BOOKINGS:

- For large-scale bookings & weddings, we have a specialized booking process, payment schedule and cancellation policy which will be provided at the time of your inquiry.

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### LATE POLICY:

- For all missed appointments you will incur 50% of the regular price service fee.
- Punctuality: We value punctuality to maintain an efficient schedule. Please arrive on time to avoid inconveniences or disruptions.
- Quality impact: Significant lateness may affect the quality of the service.
- If you are more than 15 minutes late for a time-specific service, it may need to be modified or rescheduled to ensure adequate time.

### SPRAY TANNING:

- 15-minute grace period
- If you are more than 15 minutes late for your appointment that will be considered a missed appointment. As appointment times are designed to complete the full look & we often have clients booked back to back.
- If the service has add-ons such as contour or tan line correction the artist may not be able to complete these.
- If you have purchased a package and canceled you will have to forfeit your pre-paid appointment irrespective of the total price.

### MAKEUP & HAIR:

- Grace period: We provide a 15-minute grace period for late arrivals.
- If you arrive within this time frame, we will still provide the service.
- Impact on service duration: Arriving late may result in a reduced service duration. For example, if you are 10 minutes late for a 60-minute appointment, your service will be adjusted to a 50-minute duration to accommodate subsequent appointments.

### STAFF SUBSTITUTIONS:

At Priceless Beauty, we are committed to providing you with the best service experience possible. In some cases, we may need to substitute team members to ensure optimal service delivery.

- We reserve the right to substitute team members if necessary to maintain the quality of service.
- We will promptly notify you of any team member substitutions.
- We prioritize clear and timely communication to keep you informed of any changes made.

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## MOBILE APPOINTMENTS:

- Coverage Area: Our mobile appointments are exclusively available within Durham Region, specifically in Pickering, Ajax, Whitby, and Oshawa.
- Service Requests Outside Durham: For service requests outside of Durham, please email us at [info@priceless-beauty.com](mailto:info@priceless-beauty.com) to make arrangements.
- Payment and Refunds: Full payment is required at the time of booking for mobile appointments. Services are non-transferable and non-refundable for other services.
- Rescheduling: You can reschedule your mobile appointment by emailing us at the booking email address, subject to artist availability, up to 48 hours in advance.

## WAITLIST:

- Online Scheduling: All appointments must be scheduled online. If your desired time or service is not available, we encourage you to check back regularly for any updates or openings.
- Same-Day Cancellation List: To be added to our same-day-only cancellation list, you can text **647 455 1400**. Please note that this list is specifically for same-day openings.

## CANCELLATION POLICY:

- Please note that in-studio- services require a 50% NON-REFUNDABLE Deposit/ Retainer in order to confirm your booking & reserve the time slot/ artist for your service.
- In the event, you are unable to make your scheduled appointment we ask you to reschedule a minimum of 24 hrs before your appointment.
- You can reschedule to no more than 182 days in advance. If you need to reschedule past that timeframe that would be considered a new appointment that requires another deposit.
- For all missed or any appointment changes less than 24 hours from your original appointment time you will lose your deposit.
- If you choose to cancel your booking you will be forfeiting the 50% prepaid deposit.
- If you have paid for the booking in full (100%) the balance of the 50% will be held on your account for up to one year from our original service date and be applied to only the same type of booking/service.

## FORCE MAJEURE:

- Definition: Force majeure refers to unexpected events beyond our control.
- Rescheduling: We will make efforts to reschedule appointments affected by force majeure.
- Refunds: Refund requests due to force majeure will be handled on a case-by-case basis.
- Communication: We will keep you informed of any force majeure events and their impact on appointments.



[info@priceless-beauty.com](mailto:info@priceless-beauty.com)



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