

Reschedule, Cancellation, No Show Policy

When you commit to scheduling an appointment, that time is specifically allocated for you.

We do understand that appointment adjustments are necessary from time to time, however,

Newman & Company respectfully requests at least a ***48 business hours notice*** for appointment adjustments. Please understand that when an appointment is forgotten, rescheduled or cancelled without giving adequate notice, we lose the opportunity to schedule another guest for that time. Due to this circumstance, Newman & Company will require all clients to have a credit card on file in order to schedule appointments. In the event that we do not receive the requested notice for appointment adjustments, the following fees will be billed to the credit card we have on file:

***Reschedules with less than 48 business hours notice will incur a fee of 50% of the scheduled service price**

***No Shows/Cancellations with less than 48 business hours notice will incur a full cost fee of the scheduled service price**

Please Note: We do bill accordingly, No Exceptions!

Late Arrivals

We will grant a 10 minute window for late arrivals to appointments. If we have not received notification from you within that time, your appointment is subject to cancellation and a No Show fee will be assessed.

Confirmation Texts/E-Mails

We also understand how easy it may be to forget about an appointment. As a courtesy, we will send out reminder and confirmation text messages. Please ensure we have your correct cell phone number on file and please do not opt out of the SMS service. Ultimately, it is your responsibility to remember your appointment date and time to avoid late arrivals, missed appointments and additional charges.

Permanent Cosmetic Touch Ups

All Permanent Cosmetic services are 2 step services. We allot an 8 week window (from initial session date) to complete the following Touch Up session. We will schedule this appointment before you leave your initial session to ensure this policy is met. If a Touch Up appointment is missed, rescheduled or falls outside of the 8 week window for any reason, a fee of \$150 will be assessed in order to reschedule the Touch Up appointment.

Deposits

Please note - all deposits required for appointment scheduling are non-refundable, no exceptions.

By signing below, I agree to the Newman & Company Reschedule, Cancellation and No Show Policy. I acknowledge that I have fully read the policy and I understand my credit/debit card will be confidentially held on file to secure future appointment scheduling and will be used to process payment for any Reschedule, Cancellation and/or No Show fees I may incur.

Print Name: _____

Date: _____

Signature: _____