

# EYELASH EXTENSION

## Cancellation Policy

*Diana's*  
LASH HAVEN

At Diana's Lash Haven, we strive to provide the best possible service to all our clients. To maintain our appointment schedule and ensure that our clients receive timely service, we have implemented the following cancellation policy:

**1. Cancellation Notice:** We understand that unforeseen circumstances may arise, leading to the need to cancel or reschedule your appointment. We kindly request a minimum of 24 hours' notice for any cancellations or appointment changes. This allows us to accommodate other clients on our waitlist and manage our schedule efficiently.

**2. Late Cancellation or No-Show:** If you need to cancel or reschedule your appointment with less than 24 hours' notice or fail to show up for your scheduled appointment, we reserve the right to charge a cancellation fee.

- For late cancellations or rescheduling within 24 hours of the appointment time, a fee equivalent to 50% of the service cost will be charged.
- For no-shows (failure to show up for the appointment without prior notice), a fee equivalent to 100% of the service cost will be charged.

**3. Rescheduling Policy:** We understand that rescheduling needs may arise. If you wish to reschedule your appointment and provide at least 24 hours' notice, we will be happy to accommodate your request at no additional charge.

**4. Appointment Arrival:** To ensure you receive the full benefit of your scheduled appointment, we recommend arriving on time. If you arrive late, we may need to modify the service to fit within the remaining time slot, and the full service fee will still apply.

**5. Emergency Situations:** We understand that emergencies can happen, and we will do our best to accommodate genuine emergency situations that may require a last-minute cancellation. Please contact us as soon as possible if you are facing an emergency that affects your appointment.

**6. Communication:** All appointment cancellations or rescheduling requests must be communicated directly to Diana Petrova. Please do not leave cancellations or rescheduling messages on social media platforms.

**7. Multiple Late Cancellations or No-Shows:** Repeated late cancellations or no-shows may result in the need to pre-pay for future appointments or may lead to the inability to schedule future appointments.

**8. Refunds:** Cancellation fees are non-refundable. The cancellation fee will be charged to the credit card on file or must be settled before scheduling any future appointments.

By booking an appointment with Diana's Lash Haven, you acknowledge and agree to adhere to our cancellation policy.

Thank you for your understanding and cooperation.

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CLIENT SIGNATURE

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DATE