

# Hello Beautiful Beautiful Nails n Spa

## CANCELLATION POLICY

- ♥ By visiting and/or using our site you acknowledge that you agree to be bound by our Policies and comply with applicable laws and regulations. We value your business and kindly ask that you respect our business policies. Please give us 24 hours notice if you need to change or cancel your scheduled appointment so we can allocate the free time for other clients.
- ♥ Please understand if you are more than 15 minutes late to your appointment, we reserve the right to cancel your appointment.
- ♥ We require a \$20 non-refundable booking fee to secure any future appointments. Booking fees will be deducted from the final service price. A \$20 non-refundable booking fee is charged if you cancel the appointment less than 24 hours before the treatment is scheduled, and if you fail to attend your scheduled appointment without notification.
- 🙏 Please be aware that “no shows” are killing businesses!!!

## REFUND POLICY

- ♥ Hello Beautiful Nails n Spa policy is to ensure that every client is 100% satisfied with their service before they leave the shop. You are paying for artist time, products and other expenses used to provide you with a service.
- ♥ No refunds will be given for any reason on service or products.
- ♥ Should any client complain about the service or quality of work they have received in the shop, we have the right to inspect the work and redo or repair as stated below:  

If you experienced any discomfort in the first 24 - 48 hours after application, please call us to have the extension removed. If you are unhappy with our service, please contact us within 72 hours of your appointment to discuss your concerns for a redo or repair. It will be done so with a complimentary 30 minutes touch-up if it is the fault of application of product only.
- ♥ Any concern addressed after 72 hours of your last appointment, or if you failed to follow the after-care instructions carefully, a redo or repair will be charged at full price.



THANK YOU FOR YOUR UNDERSTANDING



Please give at least  
24 hours notice to cancel  
or change your appointment!