



## Flamboyance Beauty Greymouth – Cancellation & Rescheduling Policy

At Flamboyance Beauty Greymouth, we understand that unexpected circumstances may arise, requiring you to cancel or reschedule your appointment. To ensure fairness to both our clients and staff, we have established the following policy in accordance with New Zealand consumer protection laws:

### Cancellations & Rescheduling

**Less than 24 hours' notice:** Any cancellation or rescheduling made within 24 hours of your appointment time will result in a 50% fee of the total service cost. This covers the time and resources reserved for your booking.

**Within 48 hours:** If you cancel within 48 hours of your appointment, 30% of your deposit will be reimbursed, with the remaining amount covering administration and lost time.

**More than 14 days' notice:** If you cancel with at least two weeks' notice, you will receive a full refund of your deposit.

### No-Show Policy

If you fail to attend your appointment without prior notice, you may be charged the full service fee and could be required to pay in advance for future bookings.

### Late Arrivals

If you arrive late, we will do our best to accommodate your service within the remaining appointment time. However, if there is insufficient time to complete the service, you may need to reschedule, and a cancellation fee may apply.

## Booking Deposits & Refunds

Deposits are required to secure your booking. Refunds will be processed in line with the cancellation terms outlined above.

## Exceptional Circumstances

We understand that emergencies happen. If you need to cancel due to unforeseen circumstances, please contact us as soon as possible, and we will assess the situation on a case-by-case basis.

By booking an appointment with Flamboyance Beauty Greymouth, you agree to these terms. Thank you for your understanding and cooperation.

Flamboyance Beauty Management