

RENEU SPA POLICY

Email Address: _____

Our time is very valuable to ensure that we can provide all of our clients the best look possible, for this reason, we please ask that you be on time to all of our appointments. Please try to arrive at least 5-10 minutes prior to your scheduled time to ensure you receive your full appointment time.

In the event that you should be tardy we please ask that you call to inform us of your situation so we may take necessary action or make special arrangements. Please be aware that if you are 15 minutes or more overdue to your appointment you will need to reschedule your appointment. NO EXCEPTIONS

In the event that you need to cancel or reschedule your appointment we ask that you please notify us within 24 BUSINESS HOURS before your appointment. We do have an answering machine that is checked daily. You may leave a message as long as it is still within the 24 hour time frame.

- WE RESERVE THE RIGHT: To charge 25% of the scheduled service price when cancelling or rescheduling "THE DAY OF" your appointment.
- WE RESERVE THE RIGHT: To charge 50% of the scheduled services on NO SHOWS.

The satisfaction of our clients is our main priority. We offer prompt solutions to any problems or concerns that may occur.

Unfortunately, we do not offer refunds, credits or exchanges for SERVICES. If for any reason you feel dissatisfied with any of our services, please bring this to the management's attention. We appreciate all feedback. As part of our services we like to provide follow-up, by phone, for any questions or concerns.

Client Signature _____ Date _____