

# Revitalise Skin

## **Cancellation Policy**

At Revitalise Skin, we understand that circumstances may arise that require the cancellation or rescheduling of appointments. To ensure a smooth process and to provide the best service to all our clients, we have established the following cancellation policy:

### **Notification of Cancellation:**

Clients are kindly requested to provide a minimum of 7 days' notice for any appointment cancellations or rescheduling.

Cancellations or rescheduling requests should be communicated by email at [info@revitaliseskin.co.uk](mailto:info@revitaliseskin.co.uk).

### **Late Cancellations or No-Shows:**

Cancellations made within 7 days of the scheduled appointment time will be considered late cancellations.

No-shows or failure to provide notice of cancellation will be considered a missed appointment.

### **Cancellation Fees:**

The deposit, which constitutes 50% of the treatment price, is non-refundable in the case of cancellations or missed appointments.

This fee is intended to compensate for the time reserved for the client and the inability to offer the appointment slot to another individual.

**Exceptions:**

We understand that emergencies or unforeseen circumstances may arise. In such cases, we encourage clients to inform us as soon as possible to discuss alternative arrangements.

**Refunds:**

Refunds for cancelled appointments will be subject to the terms outlined in our payment agreement.

By scheduling an appointment with Revitalise Skin, clients acknowledge and agree to adhere to our cancellation policy.

We appreciate your cooperation and understanding in respecting our cancellation policy, allowing us to serve all our clients effectively.

For any further inquiries or to make changes to your appointment, please email us at [info@revitaliseskin.co.uk](mailto:info@revitaliseskin.co.uk).