



We hope you understand that both your time and our time is very important. When an appointment is missed or cancelled with short notice, we miss out on accommodating someone else and inconvenience others. Beginning December 2018, we will require a credit card number from you to reserve any appointment lasting over 2 hrs. If you don't carry a credit/debit card, a 50% cash deposit will be required to reserve any appointment lasting over 2 hrs.

Appointments at Charm & Company Salons are exclusively reserved for YOU. We respect your time and are as efficient as possible. Due to limited availability, at most times we will enforce our cancellation policy to ensure your time and our time is mutually respected for other guests, our team members and the business.

We will require 6 of our BUSINESS hours' notice of cancellation OR rescheduling to avoid being charged 50% of your service for appointments lasting over 2 hrs.

No-shows and appointments cancelled OR rescheduled within 1 hour of your exclusively reserved slot lasting over 2 hrs. are charged 100% of service.

If you are running late and we can no longer perform your service, you will be charged the full amount.

If you have a coupon, gift certificate, credit, discount, or pre-purchased appointment that is part of a package, it will be voided, no longer valid and/or redeemed.

Thank you for your understanding and cooperation as we roll out this new policy. Charm & Company Salons believe in supporting and protecting our stylist's valuable time as well as our valued client's time.

Beginning – December 2018

Cancelation Policy Notice