



CANCELLATION POLICY

We at Aquaria Salon strive to provide excellent service to our guests. In order to do so, we have updated our Cancellation, No-Show and Late Appointment policy.

Cancellations and No-Shows leave gaps in our schedules that can not be filled without timely notice and prevents us from being able to accommodate other guests for appointments. You must provide at least 24-hours notice for appointment cancellations.

Guests who cancel their appointments without proper notice or do not show up for their reserved appointment times are considered "No-Show"

NEW CLIENTS

New clients will be asked for credit card information to be put on file for their first appointment. If you No-Show for your first scheduled appointment, the credit card on file will be charged a fee equal to 50% of the missed service(s).

FIRST NO-SHOW

We get it, life gets busy! Because we love you we will waive your first No-Show fee. You will receive a telephone call from us informing you that you missed a scheduled appointment. We will reschedule it for a time convenient for you and you will be asked for credit card information to be put on file

SECOND NO-SHOW

We hate that you missed your appointment! Because we love taking care of you we will only charge you for 50% of your scheduled service(s). Any fee's not charged to your card will accumulate in your account and must be paid prior to booking future appointments.

THIRD NO-SHOW

We want to take care of you but our stylists have been waiting. Your card will be charged 100% of the missed service(s). You will also be required to prepay in full for any future services.

LATE ARRIVALS

Please call us if you think you will arrive late for your reserved appointment. We will try everything possible to still honor your appointment by adjusting our schedules.

However, it is possible that you will be asked to schedule your visit to another day if it interferes with another client's appointment time.

CONFIRMATIONS

Because we send out email and text message confirmations 2 days before your scheduled appointment we know you have plenty of time should you need to cancel. However, you are still responsible for remembering the appointments you scheduled if for any reason a text or email confirmation was not received.