

## Cancellation Policy

Hello there! Thank you for choosing us for your hair and skin care needs!

This time with your service provider is reserved especially for you. Should you need to reschedule or make any changes, please note the ***cancellation information*** below and call or text us at 610-325-0122 or email us at [frontdesk@nssalon.com](mailto:frontdesk@nssalon.com) with more than 24 hours notice.

- Appointments longer than 60 minutes in the spa or 75 minutes in the salon require a credit card on file. Spa appointments of \$100 or more require a credit card on file.
- Should you need to cancel, we kindly request 24 hours notice.
- We will not charge your card unless there is ***LESS*** than 24 hours notice of a cancellation or you do not show for your appointment.
- ***Cancellations with less than 24 hours notice or a "no show" for an appointment can be charged up to the full amount of the scheduled appointment.***
- Deposits are required for specialty color services - vivids/color corrections - as well as hair extension installations.

We know how easy it is to forget an appointment you booked months or weeks ago. We confirm appointments both 48 hours in advance and then again 24 hours in advance via email, text and/or phone - whichever you've chosen as your preferred method.

**Please make sure you have opted in to receive text confirmations/reminders and/or have supplied an email address for communication.**

Thank you for your understanding and we look forward to seeing you for your appointment!