

POLICIES

****last moment 24 hour cancellation::rescheduling::no-show policy****

Your favorite Pro's at the Beauty and Wellness Spa at INNOVATIONS, Inc. are made up of self-employed men and women who rely on the courtesy of their guests arriving in-salon and on-time for their personally scheduled visits.

Due to a severe increase in guests missing appointments, the Pro's at the Beauty and Wellness Spa at INNOVATIONS have instated a last moment 24 hour cancellation::rescheduling::no-show policy.

If an appointment is missed, canceled or changed with less than 24 hours notice, the Pro reserves the right to bill 50% of the scheduled service up to a \$50 limit.

Additionally, at the discretion of the Pro, you may be asked to leave a non-refundable deposit or pay in full prior to scheduling future appointments.

We do value each and every person as a welcomed guest in our establishment.

While we all realize that there are many things that come up in people's day to day lives, of course being truly sympathetic, your Pro cannot absorb the financial responsibility of last moment cancellations, reschedules or no-shows.

Most often we do not double book appointment times but rather reserves specific times for each guest allowing for individualized attention. In fairness to all guests, this policy is in effect regardless of the reason for the cancellation.

Thank you for your understanding and cooperation.

Cancellations will be accepted by our Concierge during regular business hours by calling 315.622.300 or by signing in to your account online at www.innovationsdayspa.com where your cancellation will be time stamped.

****We can not accept cancellations via email, social media or text at this time****

*****PLEASE NOTE***** As a courtesy, we will email a confirmation to an address you provide 48 hours prior to your scheduled visit as well as call to confirm your service appointments one business day prior to your appointment date.

However, if we are unable to reach you, and can only leave a message, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.