

InMySkin Cancellation & Rescheduling Policy

At InMySkin, we value your time and the time of our practitioners. Each appointment is reserved exclusively for you, and last-minute cancellations impact our ability to accommodate other patients who may be waiting for care. To maintain the highest level of service and fairness to all, we kindly ask that you review our cancellation policy below.

24-Hour Cancellation & Rescheduling Requirement

We require a **minimum of 24 hours' notice** to cancel or reschedule any appointment.

- Cancellations or appointment changes made **24+ hours in advance** can be done without penalty.
- If you need to make changes, please notify us by phone.

Late Cancellations & Missed Appointments (No-Shows)

To respect the time of our team and fellow patients:

- **Cancellations made with less than 24 hours' notice** will result in a **\$50 late-cancellation fee**.
- **Missed appointments (no-shows)** will also incur a **\$50 fee**, automatically applied to the card on file or collected prior to future bookings.

Why This Policy Exists

Our practitioners dedicate significant time and preparation for every visit. When appointments are missed or cancelled last-minute, it impacts our scheduling, staff resources, and patients waiting for openings. This policy helps ensure fairness, efficiency, and the best possible care for all InMySkin patients.

Exceptions

We understand that unexpected situations can arise. If you experience an emergency or illness, please contact us as soon as possible. Exceptions may be made at the discretion of management.

Booking Confirmations & Reminders

To support you in managing your appointments:

- Email and/or text reminders are sent prior to your visit.
- These reminders do not replace your responsibility to track and manage appointment times.

Repeated Late Cancellations or No-Shows

Clients with repeated missed appointments may be asked to prepay for future services or may be restricted from booking at our discretion.