



Cancellation Policy

- All permanent makeup appointments require a non-refundable \$100 booking deposit in order to secure your appointment time. If you decide to cancel your appointment, you will lose your booking deposit.
- Please contact us 24 hours before your appointment time if you need to cancel or reschedule your appointment. This allows us a reasonable amount of time to get your original appointment spot filled by another client.
- If rescheduling, we will carry over your booking deposit to your rescheduled date, given that you have contacted us before the 24 hour window. **We will only reschedule your appointment date one time.** We will hold a booking deposit for a rescheduled date for up to 90 days in the future. If you reschedule your appointment within 24 hours of your appointment, you will be required to pay another booking deposit for your rescheduled service.
- If you cancel or reschedule your 4-8 week touch up appointment within 12 hours of your appointment time, or are a no call/no show, you will be required to pay for your touch up.
- If you are over 15 minutes late to any appointment, you will be asked to reschedule, and the same policies above will apply.

Efficient service is a must for us to run smoothly and for us to be able to provide an ideal experience for each client. All clients receive detailed consultations and specific services during their appointment.

These policies exist to give all of our clients an exemplary appointment experience. We will not rush your appointment or others, so that everyone can get our best work.

There are no exceptions to this policy.

By booking your appointment with Brow Esthetics, you acknowledge that you have read, understand and agree to our cancellation & booking policy.