



## Lizabelly Medspa Rescheduling & Cancellation Policy

Effective Date: January 1, 2025

Lizabelly IV Hydration & Medspa is committed to providing exceptional care and service to our clients. To ensure efficient scheduling and availability of appointments, we have established the following cancellation policy. By booking an appointment with Lizabelly Medspa, you agree to the terms outlined below.

### 1. Appointment Cancellations and Rescheduling

We require a minimum of 24 hours' notice for any appointment cancellations or rescheduling requests.

Failure to provide the required notice will result in a cancellation fee of \$100 fee, which must be paid before rebooking any future services.

Appointments canceled with more than 24 hours' notice can be rescheduled without penalty.

### 2. No-Show Policy

A no-show is defined as failing to arrive for a scheduled appointment without prior notice.

Clients who do not attend their appointment and fail to provide the required cancellation notice will be charged 100% of the scheduled service fee.

Repeat no-shows may result in the requirement of prepayment for future appointments.

### 3. Late Arrivals

If you arrive more than 15 minutes late, we may need to reschedule your appointment, and a late cancellation fee may apply. If you are running late, please communicate. 15 minutes late with no communication will result in a canceled appointment and a \$50.00 fee.

Late arrivals that can be accommodated will receive the remaining time of their scheduled service without a fee reduction.

### 4. Prepaid Packages and Memberships

Cancellation or no-show fees may be deducted from prepaid packages or memberships.

Refunds or credits will not be provided for missed or late-canceled appointments under prepaid plans.

### 5. Emergency Cancellations

We understand that emergencies and unforeseen circumstances may arise. If you are unable to provide the required notice due to an emergency, please contact us as soon as possible to discuss potential accommodations.

Exceptions will be made at the discretion of management.

### 6. How to Cancel or Reschedule

To cancel or reschedule an appointment, please call our office at (240) 957-0010, email us at [info@lizabellymedspa.com](mailto:info@lizabellymedspa.com), or use our online booking system.

### 7. Payment of Fees

Any outstanding fees must be paid in full before scheduling future appointments.

Lizabelly IV Hydration & Medspa reserves the right to require a deposit or full prepayment for future services in cases of repeated cancellations or no-shows.

## 8. Policy Acceptance

By scheduling an appointment with Lizabelly IV Hydration & Medspa, you acknowledge and agree to this cancellation policy. We appreciate your cooperation and understanding.

For any questions or concerns regarding this policy, please contact us at:

Email: [info@lizabellymedspa.com](mailto:info@lizabellymedspa.com)

Phone: (240) 957-0010