



## **Tropical Tan Appointment Scheduling/Cancellation Policy**

Tropical Tan requires a \$25.00 deposit to hold your appointment. We do this because any cancellation less than 24 hours prior to the scheduled appointment time drastically hinders our ability to re-book your time slot. We understand that sometimes circumstances change and adjustments are necessary. In the event that you need to cancel or reschedule your appointment, we respectfully ask that you give us at least 24 hours notice prior to your appointment start time.

There will be a \$10.00 fee for any cancellations made less than 24 hours prior to scheduled appointment time. This fee will be taken from your deposit and is non-refundable. You will be charged the remainder of the balance for your service at the time of your appointment.

A “no show” is defined as a client who fails to show up for their appointment or is more than 15 minutes late without prior notification and authorization. There is a \$25.00 fee for any “no show”. This fee is non-refundable and will be taken from your deposit.

Please note appointments made within 24 hours of the scheduled appointment time require notification of a cancellation or change at least 4 hours prior to the scheduled start time. Failure to do so will result in the fees mentioned above.

**To cancel or change your appointment please call 248-673-7770 AND email us at [hello@tropicaltanlife.com](mailto:hello@tropicaltanlife.com).** We understand that requiring two forms of notification may seem redundant but we do this for your protection and to ensure that we have the proper documentation on file to reduce any unnecessary charges or errors.

We value your time as well as ours and feel it is only fair to honor the same policies we hold our clients to. If we must cancel or reschedule your appointment less than 24 hours prior to the scheduled appointment time, we will credit your Tropical Tan account accordingly.

If you have any questions regarding our policies, please call us at 248-673-7770. Thank you for booking your appointment with us here at Tropical Tan and we look forward to seeing you.

**Tropical Tan Staff**