



# Cancellation Policy

## OVERVIEW & PURPOSE

As a small business, part of our continued success is dependent on a mutual respect for each other's time. We truly appreciate your understanding & cooperation with these policies. We require 24 hours notice for cancellation of your scheduled services to be without penalty fees. A credit card is required to reserve appointments at Chaos.

## Cancellations:

1. Must agree to Chaos' Cancellation Policy.
2. Must cancel within 24 hour notice.
3. Otherwise, 50% of reserved services will be charged to guests' credit card.

## No-Shows:

4. If guests fail to show up to their appointment without calling.
5. Appointments will not be able to be reserved again until fee is paid.
6. Therefore, 100% of reserved services will be charged to guests' credit card.

## Deposits:

7. This is required for services over \$200.
8. There is a \$50 deposit charged to reserve the requested service.
9. This fee will go toward the final appointment, as long as the cancellation policy has been followed.