

TREATMENT AND BOUTIQUE SERVICES CANCELLATION POLICY

Life is full of unexpected events and Beauties Lab understands that.

However, because Beauties Lab is a small business, cancellations have a significant impact on its operations, both in the short and long term.

For this reason, Beauties Lab has the following cancellation policy:

- Cancellations submitted 24 hours or less prior to the treatment or no-shows will result in a cancellation fee of 50% of the cost of the treatment booked, plus applicable taxes. This fee will be charged to the credit card used to make the reservation;
- Cancellations submitted more than 24 hours prior to the treatment will not incur a cancellation fee.

All cancellations must be submitted in writing to rendezvousbeautieslab@gmail.com.

Beauties Lab reserves the right to cancel or reschedule the treatment. In the event of a cancellation or postponement, Beauties Lab will notify the affected client(s) by phone or text message.

In all transparency, Beauties Lab has chosen to adopt this cancellation policy, not for the purpose of making a profit, but in order to be able to continue over time.

Beauties Lab wants to be fair to both its employees and customers. Beauties Lab understands that there are many reasons why a treatment may have to be cancelled in less than 24 hours. In return, Beauties Lab is responsible for ensuring good working conditions for its employees who depend on commission and tips. When a cancellation occurs, the chances of Beauties Lab being able to fill the vacated time slot are slim, despite the efforts of its team to find a replacement.

Some companies have chosen not to charge a cancellation fee, while others have decided to charge the full cost of the treatment in the event of a cancellation. Beauties Lab believes in a fair balance and that is why its cancellation fee is only 50% of the cost of the treatment reserved.

Beauties Lab works hard to offer its clients a quality service and a beauty space that reflects their image. Beauties Lab would like to thank its clients for their understanding and support.

By booking a treatment with Beauties Lab, its clients agree to the terms and conditions of this cancellation policy.

Booking an appointment through the Booker platform online or in-store requires customers to provide a credit card number. The information collected is encrypted in the Booker platform and only the last four digits of the credit card numbers are visible to Beauties Lab and its employees.

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