



CHARMING BEAUTY STUDIO
Skin, Brows and Makeup Done Right.

Cancellation & Appointment Policy

I truly value every client and understand that life happens — unexpected situations, illness, childcare, traffic and last-minute schedule changes are all real and sometimes unavoidable. My goal is always to be understanding and flexible when possible. At the same time, I am running a business and must maintain clear standards to keep my schedule fair, reliable and respectful of everyone's time.

Appointments 60 Minutes or Longer

Your appointment time is reserved especially for you. For services lasting one hour or more, I kindly ask for at least 24 hours' notice if you need to cancel or reschedule so I have the opportunity to fill the spot.

I do not charge fees for a missed or late-cancelled appointment. However, if this happens more than once, the following will apply:

- When you rebook after a late cancellation or missed appointment, you will receive an invoice within 48 hours to secure your next booking.
- The invoice will be for the full*service amount plus HST.
- Payment is required to confirm the appointment.

If a prepaid appointment is missed or cancelled without sufficient notice, the payment will be non-refundable.

If you truly intend to keep your next appointment, prepaying simply ensures your time is reserved and protected.

Short Appointments (15–20 Minutes — Brow Services)

Short appointments are scheduled closely together, and last-minute cancellations or no-shows make it very difficult to fill the time.

I understand that things come up, and I do not charge for an occasional missed short appointment. However, repeated last-minute cancellations or missed brow appointments will require the following:

- Your next appointment will be invoiced in advance to secure your booking.
- This prepayment will be non-refundable if the appointment is missed or cancelled without sufficient notice.

If you truly don't want to miss your appointment, prepaying ensures your time is held just for you.

stephanie.charming.studio@gmail.com | [905-429-1149 \(talk / text\)](tel:905-429-1149) | Bowmanville, Ontario