

## Cancellation and Refund Policy

### Advance Cancellations:

Cancellations made 24 hours or more before the scheduled appointment or service: Customers are eligible for a refund of any payments made. Card payments or other modes of payment might have an admin charge.

### Same-Day Cancellations:

Cancellations made less than 24 hours before the scheduled appointment or service: No refunds will be issued for same-day cancellations. This policy helps us manage our schedule and ensure availability for other clients.

### No-Shows:

Failure to attend the scheduled appointment without prior notice: No refunds will be issued for no-shows.

### Rescheduling:

Rescheduling requests made 24 hours or more before the appointment: Customers can reschedule without additional charges.

Cancelling your rescheduled appointment later will not be refunded as advanced cancellations.

### How to Cancel or Reschedule

To cancel or reschedule your appointment, please get in touch with us at as soon as possible. We appreciate your understanding and cooperation in adhering to our cancellation and refund policy.

### Exceptions

In the event of emergencies or extenuating circumstances, please reach out to us directly. We understand that unexpected situations can arise, and we will do our best to accommodate you.

### PROMOS:

When we have a promo code and promo period, a client can avail it by:

1. Automatic discounts during the promo period
2. The option to pay in advance during the promo period and undergo the procedure later without any expiration date
3. If you wish to use the promo code, you must either pay a deposit or make the full payment before checking out, especially if you intend to undergo the procedure later.

### For ClassPass users:

Please arrive at least 10 minutes before your appointment to settle into the space and complete any necessary paperwork at the front desk. Please also note that you are reserving a specific appointment slot with an assigned practitioner at Miss Derm. If you need to cancel your reservation, please do so as early as possible! Latecomers (more than 5 minutes) on a busy day will be marked as missed appointments and will not be accommodated.

Pre-care:

Miss Derm has all the rights to decline to proceed with your procedure if we believe that it's not safe to do so, e.g., if you are taking maintenance medicines and have not shaved prior to your Diode appointment (to name a few). So please ask for your pre-care after your bookings with us.