

In2skin Cancellation Policy

At In2skin Cosmedic Clinic + Salon we require a minimum of 24 hours' notice for any appointment cancellation to allow time to reallocate your appointment to another client. If you cancel within 24 hours of your appointment, or fail to attend a booked appointment, we reserve the right to not refund your deposit. We will use the deposit as the cancellation fee.

Appointment Deposit

A deposit of \$50 is required to secure your booking at In2skin Cosmedic Clinic + Salon.

A deposit of \$100 is required to secure appointments for all treatments longer than 45mins.

Deposits can be made in person, over the phone or online by request.

Appointment Confirmation

Your appointment will be confirmed via a text message sent to your nominated mobile phone 48 hours prior to your appointment. If you do not confirm your appointment, then we will attempt to contact you via phone.

If we are unable to confirm your appointment, then we are unable to guarantee your booking and hold the right to cancel unconfirmed appointments at our discretion.

Appointment Cancellation/Change

We understand that sometimes unexpected changes may be required.

To avoid any inconvenience, we require a minimum of 24 hours notice for any cancellations or appointment changes.

For appointments over the value of \$100, a fee of 50% of the treatment cost will apply if your appointment is cancelled within 24 hours. This is to be paid prior to rebooking future appointments.

Appointments and the deposit can be transferred to a later date if advised 24 hours prior to your appointment. If a minimum of 24 hours' notice is not provided, then your deposit of \$100 will be charged as a cancellation fee.

In the event of a true, unavoidable emergency, all or part of your cancellation fee may be transferred to future services.

Whilst we will always try our best to accommodate you, if you are more than 15 minutes late for your appointment and we cannot accommodate you then the same cancellation fee will apply.

No Show

If you do not arrive for your appointment, then your deposit will be forfeited. For appointments over the value of \$100, a fee of 50% of the treatment cost will be charged. This is to be paid prior to rebooking future appointments.