

Faebound Booking & Cancellation Policy

Deposits

- A 50% deposit is required for all appointments.
- Deposits are **non-refundable** for late cancellations, no-shows or last-minute changes made within **48 hours** of the appointment.
- Deposits may be **transferred** to a new booking **only on a case-by-case basis**.

Holiday/Busy Periods

- During peak times, including Christmas, **full payment** for the service booked is required upfront.
- Extras and add-ons to appointment made on the day (treatments & upgraded art tiers) can be paid on the day.

Cancellations & Reschedules

- **Late cancellations** (within **48 hours**) incur a fee of **50% of the service price** or result in the **forfeiture of the deposit**.
- Clients must pay this fee before rebooking.
- **Last-minute reschedules** (within **48 hours**) are treated as late cancellations and incur the same fee. A **new deposit** will be required to secure a future booking.

Late cancellations include but are not limited to:

- Being more than 15 minutes late without prior communication
- Being called into work last-minute
- Forgetting your appointment time
- Not allowing yourself enough time to get to your appointment
- Planning last-minute getaways or events
- Testing positive for illness on the day of your booking

No-Shows

- Failure to attend without notice is considered a **no-show** and will incur a fee of **100% of the booked service price**.
- Clients must pay this fee before rebooking.

Late Arrivals

Effective Date: March 3, 2026

- **All late arrivals will now incur a \$10 fee, regardless of notice**
 - 'Late' = arriving even 1 minute or more beyond your appointment time
- Being **more than 15 minutes late** without prior communication may result in cancellation of your appointment and incur the **late cancellation fee**.

Payment Terms

- All deposits and cancellation fees must be paid before rebooking future appointments.

Exceptions

- Emergencies happen, and I get it! For genuine last-minute changes, please contact me directly to discuss options.

Reminders

- Appointment reminders are sent as a **courtesy**, but it is your responsibility to remember your booking details.

Public Holiday & Out-of-Hours Surcharge

- A 10% surcharge is now in place for bookings requested on Public Holidays or outside my regular work hours (as per below).

Regular Operating Hours:

- Tuesday: 6:00 PM – 9:00 PM (last appointment at 7:30 PM)
- Thursday: 10:00 AM – 9:00 PM (last appointment at 7:30 PM)
- Friday: 10:00 AM – 4:30 PM (last appointment at 3:00 PM)
- Saturday: 9:00 AM – 3:00 PM (last appointment at 1:30 PM)

Bookings outside these hours will automatically incur the 10% surcharge.

Pre-Appointment Requirements

- **New clients** must arrive with **clean, polish/enhancement-free nails** unless pre-discussed.
- Failure to do so may result in appointment cancellation, a **late cancellation fee**, or a **removal fee**.

Effective Date: March 3, 2026

By booking an appointment, you acknowledge and agree to Faebound's policies, including deposit requirements, cancellation fees, and rescheduling terms.

Faebound reserves the right to amend this policy without prior notice. It is the client's responsibility to review the most up-to-date policy before booking. Faebound is not liable for any personal loss, damage, or injury incurred during services provided.

Thank you for respecting my time and policies!