

## Studio Policy

In order to provide an environment of integrity and create a strong foundation in the client-provider relationship, please become familiar with the service policies and procedures of Natural Expressions.

### Timeliness:

1. Please arrive at your appointment on time. If for any reason you are not able to be on time, please alert me as soon as you are aware of discrepancy.
2. If you will be more than 30 minutes late to your appointment, there is a strong possibility you will be rescheduled. This will result in a \$25 late fee.
3. If you will be more than 30 minutes late to your appointment, and time permits the fulfillment of the appointment, the service will begin at the time of the scheduled appointment, which could result in additional time over the allotted base appointment.
4. If I, the loctician, is unable to honor the scheduled time of the appointment, I will alert the client as soon as I am aware of the breach in time.
5. If I, the Consultant, due to unforeseen circumstances, will be more than 30 minutes late to the scheduled appointment, the client has the right to reschedule the appointment within a two (2) week period, without incurring the out of rotation fee. If the client chooses to keep the appointment, I, the Consultant will accommodate the time discrepancy.

### Missed Appointment:

No Call/No Show missed appointments will be charged additional fees as follows:

1. 1st time: \$50
2. 2nd time: \$100
3. 3rd time: Full price of the appointment and the base payment of future appointments will be required prior to the schedule going forward.

### Appointments out of Rotation:

All clients have a unique rotation schedule, if you should be out of rotation for any reason other than the fault or failure of the Consultant, you will be assessed fees accordingly.

1. Two (2-3) weeks out: \$25
2. Four (4-5) weeks out: \$50
3. Six (6) and above: Requires a "Mini" Consultation (\$75) to assess the work required to bring your locks into integrity.

Please note these fees are in addition to any hours over the basic service hours incurred in the completion of your re-tighten.

### Off Day & Special Accomodation Appointments

Standard days and times of operation for Natural Expressions are Tuesday, Wednesday, Thursday 7 am -7 pm with the last appointment of the day scheduled no later than 5:30pm.

Any appointments needed on off days or after hours will be charged a \$75 convenience fee.

## **Special Circumstances**

As with anything, life happens. Situations do arise. However, it is important to note that everyone's time is valuable. I, the Consultant, am dedicated to building trust and providing the best service possible. It is my intention, as the Consultant, to use fair practices and honor my word to the best of my ability. And on those rare occasions when I, the Consultant, am unable to do so, (due to illness, emergency, or scheduling conflicts) I, the Consultant, will relay that information without delay, and provide an alternative to bring service back into alignment with the loc care plan.