

## i Frangipani Italian Beauty Spa Refund and Cancellation Policy

Welcome to i Frangipani Italian Beauty Spa. We are dedicated to providing you with exceptional service and quality spa experiences. To ensure a seamless and satisfactory experience for all our clients, we kindly ask you to review our Refund and Cancellation Policy below:

### Refund Policy:

**No Refunds:** All sales are final. We do not offer refunds for any services purchased or provided. We strive to ensure every service meets our high standards and your expectations. If for any reason you are dissatisfied with your service, please let us know immediately so we can address your concerns.

**Gift Cards:** Gift cards are non-refundable. However, they do not expire and can be used towards any service or product offered by i Frangipani Italian Beauty Spa.

### Gift Card Usage:

**No Expiration:** Our gift cards do not expire. You can redeem your gift card at any time for services or products at our spa.

**Re-gifting Gift Cards:** If you wish to re-gift your gift card to another recipient, please call us to transfer the gift card to the new recipient's name. This ensures a smooth experience when the new recipient uses the gift card.

### Cancellation Policy:

**24-Hour Notice:** We require a minimum of 24 hours' notice for any appointment cancellations. This allows us to manage our schedule and accommodate other clients.

**Late Cancellations:** Cancellations made less than 24 hours before the scheduled appointment time will result in the forfeiture of any deposit made for securing the appointment.

**Late Arrivals:** Arriving 10 minutes late or more for your appointment may result in being marked as a "no-call no-show." In such cases, you will forfeit your deposit, and your appointment slot may be offered to the next client. We understand unforeseen circumstances can occur and will do our best to accommodate late arrivals when possible. However, this cannot be guaranteed.

We appreciate your understanding and adherence to our Refund and Cancellation Policy. These policies are in place to ensure that i Frangipani Italian Beauty Spa can continue to provide high-quality, timely services to all our valued clients.

If you have any questions or need to make changes to your appointment, please contact us directly. Thank you for choosing i Frangipani Italian Beauty Spa for your wellness and beauty needs.