

Cancellation / Late Arrival Policy



Your appointments are very important to the Smart Laser team. They are reserved especially for you. We understand that sometimes adjustments are necessary. Therefore, we respectfully request a 24-hour notice for cancellations or rescheduling of appointments.

Please understand that when you forget, cancel or change your appointment without giving us a 24-hour notice, we miss the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive our services.

Any appointment missed, late cancelled or changed without a 24-hour notice, will result in an admin fee of:

- » R200, when the treatment time is less than 1 hour
- » R300, when the treatment time is more than 1 hour
- » And if the treatment is less than R200, the full treatment amount will be charged

The admin fee may be taken off a contract / package or charged individually.

It is mutually understood that if a cancellation is due to circumstances beyond any of our control, such as power outage, unfortunate incident or whether that requires you or us to have to cancel or be closed during regular business hours, we will reschedule your existing appointment and no cancellation / late arrival fee will apply.

Arriving late for your appointment will result in the treatment time being shortened, due to following appointments and you will still be liable for the full treatment fee.

As a courtesy, your appointments are confirmed electronically 48 hours before your scheduled appointment by email or text messaging, because we know how easy it is to forget an appointment you booked months in advance. From this confirmation, you have the option of the following without a charge:

- » Confirm your appointment with a reply to the message
- » Reschedule / Change / Modify your appointment by replying to the message
- » Cancel your appointment

Thank you for your understanding and support of our Cancellation / Late Arrival Policy.

Regards,
Your SmartLaser Team