

APPOINTMENT BOOKING/CANCELLATION POLICY

You will receive a confirmation text and an email for all the appointments made with us, this will be sent between 24 to 48 hours prior your appointment. In the unlikely event that you do not receive a text and/or email, please contact us through email or phone, to ensure that your booking is confirmed.

Booking fee

In order to confirm your booking we require a **50% booking fee**. Reservation will be held for 3 days and will be cancelled if the booking fee has not been made.

Cancellation, rescheduling and missed appointments

Cancellations or reschedules can be made through email/text/phone and should occur **24 hours** before the appointment. If the cancellation happens within a **24 hour** period to the booking **cancellation fee** will be charged. At such circumstances where you fail to inform LashPoint your booking fee will not be refunded.

***IMPORTANT** - for an infill booking please make sure that you have at least 40-50% of lashes left, any appointment after 4 weeks will be considered a full set appointment.