

**Appointment Cancellation Policy :**

At Pelito, The Hair Network, we value the time and commitment of both our professionals and enthusiasts. To ensure a smooth and efficient experience for everyone using our platform, we have established the following appointment cancellation policy:

1. Cancellation by Professionals:

- Professionals have the option to cancel appointments if necessary, but we encourage them to do so only in unavoidable circumstances.
- In the event of a cancellation by the professional, they are responsible for notifying the enthusiast promptly and offering alternative options or rescheduling the appointment.

2. Cancellation by Enthusiasts:

- Enthusiasts are expected to honor their scheduled appointments. However, if cancellation is unavoidable, we request that enthusiasts notify the professional as soon as possible.
- Enthusiasts may be subject to a cancellation fee if appointments are canceled within a specified timeframe before the scheduled appointment. This fee is intended to compensate the professional for their time and potential loss of revenue.

3. Cancellation Fees:

- Any cancellation fees incurred will be clearly communicated to the enthusiast during the booking process.
- The amount of the cancellation fee may vary depending on the timing of the cancellation and the policies set by the professional.

4. Refunds:

- Pelito, The Hair Network, does not facilitate refunds for canceled appointments. Any refund requests should be directed to the professional with whom the appointment was booked.

5. Exceptions:

- We understand that unforeseen circumstances may arise, and exceptions to the cancellation policy may be considered on a case-by-case basis.
- Enthusiasts are encouraged to communicate with professionals directly to discuss any extenuating circumstances that may warrant a cancellation or rescheduling.

6. Feedback and Support:

- If you encounter any issues or have questions regarding our appointment cancellation policy, please don't hesitate to reach out to our customer support team. We are here to assist you and ensure a positive experience for all users.

By adhering to these guidelines, we aim to foster a respectful and cooperative environment where professionals and enthusiasts can collaborate effectively and enjoy the benefits of Pelito's services. Thank you for your cooperation and understanding.

**Thank you,
Pelito, The Hair Network**