

CANCELLATION POLICIES



I understand that life happens and that sometimes appointment times may need to be changed or cancelled, which I am more than happy to assist you with. With that being said, I would really appreciate if you could give me at least 24 hours notice for all amendments to ensure I have the time needed to offer these spaces to other clients looking to visit.

CANCELLATION/RESCHEDULING POLICY

Appointments cancelled or changed less than 24 hours will be charged 50% of the expected service. Two consecutive alterations will result in a 100% charge of the expected service. Failure to commit to a third time (consecutively) will result in removal from our books.

LATE ARRIVAL POLICY

If you arrive more than 20 minutes late to your appointment, a 50% service fee will be charged on top of your expected service. I value the quality of my services and want nothing but fantastic nails for you however arriving late will cut into your service time. The remaining time may not be able to suffice for your initial design plan, as a result, we may have to brainstorm alternate (simpler) designs that can be done properly with the amount of time we have left.

NO SHOW POLICY

I want to help you bring your nail fantasies to life and I value the relationships I have with all of you. I want nothing more than for you to leave the salon feeling proud, ecstatic and beautiful about your brand-new set of nails. Prior to the appointment date, I will work with you to create the perfect set; if that means translating your ideas into a sketch, preparing practice-tips and/or gathering photos, knowing it would bring us closer to your ideal set of nails. Please respect my time and efforts and let me know if you need to cancel or reschedule. Missed appointments or no shows will result in immediate removal from our books.

My favourite part of my job is getting to know every single one of you during our time together at the table and seeing your face light up with joy once the set is complete. Going on this journey with you from base coat to top coat and everything in between, helps me learn and grow as well and I can become better than I was yesterday, for you. I really appreciate all of you and can not ever thank you enough for your support. Thank you for your understanding.

Monica Bui
Prism Nail Studio