



Scheduling, Cancellation & No-Show Policy for all Aesthetics, NAD+, High-Dose Vitamin C & Special Events.

To reserve your appointment, an active credit card is required to remain on file. Your card will not be charged unless you fail to provide the required 24-hour notice to cancel or reschedule, or in the event of a no-show. When appointments are missed or canceled without adequate notice, it prevents us from accommodating clients on our waiting list and directly impacts our small business, our team, and other guests. We sincerely appreciate your understanding.

24-Hour Cancellation Policy

We require a minimum of 24 hours' notice to cancel or reschedule your appointment. As a courtesy, you will receive an automated reminder via text and/or email prior to your appointment. If you need to make changes, please contact the location where the service was booked. While we understand that emergencies can occur, to ensure fairness and consistency for all clients, we are unable to make exceptions to this policy.

Cancellation Fees

If you cancel or reschedule within 24 hours of your appointment, a \$100 cancellation fee will apply. This fee will be added to your Flo & Glo Wallet and may be used toward any future service.

No-Show / No-Call Policy

If you fail to show for your appointment without notice, a \$100 cancellation fee will apply. This fee will be added to your Flo & Glo Wallet and can be applied toward future services.

Late Arrival Policy

We kindly ask that you arrive 10–15 minutes prior to your scheduled appointment to allow time for parking and any necessary paperwork. If you are running late, please notify our office as soon as possible. If you arrive more than 10 minutes past your scheduled time, we may need to shorten your service or reschedule your appointment to avoid impacting other clients. In some cases, the \$100 cancellation or rescheduling fee may apply. We strive to provide the highest quality care and maintain a safe, seamless experience for every guest. Adequate appointment time ensures we can deliver the exceptional service you deserve.

We truly appreciate your understanding and support of our small business. We look forward to continuing to provide exceptional care and a luxury wellness experience here at Flo & Glo.

Sincerely,

Jim & Susan Heintzman
Flo & Glo IV – Wellness Lounge