



STUDIO POLICIES

DEPOSITS:

All new bookings and most colour appointments at Momo's Head Space require a 25% deposit to secure your chosen date/time.

Your deposit will be applied to your final cost of service the day of your visit as long as terms of appointment are met and there are no cancellations, late arrivals, or no shows. A credit card authorization form will be sent to you to review once your chosen date/time is confirmed. Should you need to reschedule your appointment or cancel due to illness, your deposit will be applied to your future reservation.

Appointments that require deposits are not considered secured until your payment is received and processed.

CANCELLATION POLICY

In the event of last-minute cancellations with less than 24 hours notice, you are subject to be charged 50% of your originally scheduled service. For appointments where deposits were made, your deposit will be lost and you are subject to be charged 50% of the remaining balance of your scheduled appointment.

NO-SHOW POLICY

In the event of no-show appointments, meaning you miss your appointment with zero communication and previously have confirmed your appointment, you will be charged 100% of your scheduled service and any deposits made will be lost. The card on file will be automatically charged and any disputes will forfeit the ability to reschedule.

LATE ARRIVAL POLICY

Late arrivals of more than 15 minutes are subject to a late fee of \$50. Should your late arrival prevent your originally booked service from being completed in its entirety, the cost of your service will remain the same and you will be charged 100% of the originally booked service.

To cancel or re-schedule, please send an email to book.momosheadspace@gmail.com a minimum of 24 hours in advance to avoid cancellation fees. In the case of an emergency, please text 647-219-4046.

*Momo's Head Space reserves the right to add or take away from this list as policies change.