

BROVA BEAUTY

Houston, TX

Cancellation & No-Show Policy

Your appointment is reserved just for you. Because each service is booked as dedicated one-on-one time, late cancellations and missed appointments leave a slot that often can't be filled. To keep scheduling fair for everyone, we ask that you keep the following in mind.

Cancellations & rescheduling

We kindly ask for at least 24 hours' notice to cancel or reschedule your appointment. This gives us time to offer the slot to another client. You can cancel or reschedule through your Square confirmation, or by contacting the studio directly. Appointments cancelled or rescheduled within 10 minutes of booking are never subject to a fee.

Late cancellations

Cancellations or reschedules made less than 24 hours before your appointment are subject to a \$25 late-cancellation fee.

No-shows

If you do not show up for your appointment and provide no notice, a fee of up to the full price of the reserved service may be charged.

Late arrivals

Please arrive on time. If you're running late, let us know as soon as possible. Arrivals more than 15 minutes late may need to be shortened to fit the remaining time, or rescheduled and treated as a late cancellation, since the next client's appointment must still begin on time.

How fees are charged

Any late-cancellation or no-show fee that applies is charged to the card held securely on file through Square. A fee is never more than the price of the reserved service. Fees are assessed at the studio's discretion.

Repeated no-shows

Clients with repeated no-shows or late cancellations may be asked to prepay in full to book future appointments.

We understand that life happens and emergencies come up — if something unexpected occurs, please reach out and we'll do our best to work with you.