

# Studio Policies

To ensure a smooth and respectful experience for all clients, please review the following policies before booking.

## Booking & Appointment Requirements

All appointments require a retainer and/or a signed contract in order to be secured for your requested date and time. Appointments are not guaranteed until these steps are completed.

### Retainer

- All retainers are non-refundable and non-transferable.
- The retainer amount is applied toward the total cost of your service.
- If you need to reschedule, a new retainer is required to secure the new date and time.

### Early Call Times

Appointments scheduled before 6:00 AM are subject to early call-time fees.

### Travel & Accommodations

- Travel fees apply for appointments taking place outside of the studio.
- Overnight accommodations are required for bookings that are more than 2.5 hours of travel each way.

### Cancellation Policy

Any cancellation or rescheduling made within 48 hours of your appointment time will incur a 50% cancellation fee based on the total service cost.

### “No Show” Policy

Clients who do not show up to their appointment or cancel with less than 24 hours' notice will be charged 100% of the scheduled service cost.

### Payment & Fees

- Cancellation, no-show, and rescheduling fees are due immediately.

- Fees must be paid in order to book future appointments.

Thank you for your understanding and continued support. Your respect for these policies allows Artistry by Lorén to provide a professional and elevated experience for every client.