

Dear Spa Amber Customers,

Due to the recent high occurrence of **“no shows”**, Spa Amber has decided to review its policy regarding this matter. Starting August 1st, 2016, a **“no show”** appointment will be charged 50% of the value of the booked service. This amount shall be invoiced to the client’s account to be paid on her next visit.

Please understand that this policy is taken based on our aim to always please our customers and improve our ability to guarantee the availability of appointments to the customers that urgently need one. Should you wish to cancel an appointment, kindly notify us at least **“3 hours”** in advance in order to enable us to contact that customer. Any appointment cancelled after that will be considered a **“no show”**.

We thank you in advance for your understanding and co-operation.

Kind regards,

Spa Amber