



FLORALIA CURA

Client Policies & Booking Guidelines

Please review these guidelines before reserving an appointment.



A CALM, CONSIDERATE EXPERIENCE

These policies help protect reserved appointment time, support safe services, and maintain a calm environment for every client. By booking an appointment, you acknowledge and agree to the policies outlined in this guide.

APPOINTMENTS

Booking & Communication

Floralia Cura is an appointment only studio. Because I am often in treatment, written communication is the best way to reach me.

Appointments are required

- Walk-ins are not accepted . Please do not stop by unless you have an appointment or I am expecting you.
- Appointments may be reserved through the online booking site. If you need help booking, please send a text, a message through social media, or an email.
- Phone calls may not be answered during services. If you call, please leave a voicemail so I can return your call when I am available.



Appointment availability

- Appointments must be scheduled in advance. Same-day appointments are not available.
- Availability within the same week cannot be guaranteed. Prebooking is recommended, especially when a specific day or time is preferred.
- Prebooking is recommended, especially if you prefer a particular day or time.
- Please reserve your appointment as soon as you know when you would like to come in rather than waiting until a few days before your preferred date.
- Last-minute openings may occasionally become available, but they are limited and offered on a first-come first-served basis.

APPOINTMENTS

Booking & Communication

Securing an appointment

- A valid card on file is required to reserve every appointment.
- Your appointment is not reserved until all required booking information has been completed.
- Asking about an available day or time does not reserve an appointment. The appointment is only secured once you have clearly confirmed that you would like the offered time and completed the required booking steps.
- A confirmation request may be sent by text or email. Appointments must be confirmed before arrival. Unconfirmed appointments may be canceled.
- If you need to make a change, please do not confirm the appointment. Contact me as soon as possible.

Booking the correct service

- Please reserve all services you would like completed so enough time is set aside.
- If you are unsure what to book, contact me before scheduling. Additional services cannot always be added once the appointment begins.



APPOINTMENTS

Cancellations, Rescheduling & Late arrivals

Your appointment time is reserved specifically for you. Adequate notice gives me a fair opportunity to offer that time to another client.

Cancellations and rescheduling

- At least 24 hours notice is required to cancel or reschedule an appointment.
- Appointments canceled or rescheduled with less than 24 hours notice are considered late cancellations and will be charged the full scheduled service total.
- Repeated late cancellations, missed appointments, declined charges, or other policy violations may result in the loss of online booking privileges or the inability to reserve future appointments.

Late arrivals

- A 10-minute grace period may be allowed when I have been notified that you are running late.
- Arriving more than 10 minutes late without communication may require the appointment to be canceled and treated as a late cancellation.
- When possible, a late appointment may be shortened to avoid delaying the next client. The original service total will still apply.



APPOINTMENTS

Cancellations, Rescheduling & Late arrivals

Illness and unexpected situations

- Please contact me as soon as possible if you are ill, have been exposed to a contagious condition, or experiencing symptoms that could affect the safety of your service.
- Services may need to be rescheduled if receiving treatment would be unsafe for you or others. Cancellation terms are considered according to the timing and circumstances of the appointment.



APPOINTMENTS

Children, Guests & In-Suite Etiquette

A quiet, focused environment allows me to give each client my full attention and perform services safely.

Children and guests

- Please arrange childcare before your appointment.
- Do not arrive with a child without prior approval. Babies and children cannot remain in the treatment space during services.
- Unless prior arrangement have been made, please attend your appointment alone. The studio cannot accomodate additional guests during services.

Phones and personal belongings

- Please silence and put away your phone during your appointment whenever the service requires you to remain still.
- I am unable to check, answer, hold, or manage phone calls and messages for you during a service.
- Keep valuables and personal belongings with you. Wild Flower Esthetics is not responsible for items that are lost, left behind, or damaged.



Respectful conduct

- Kind, respectful communication is expected at all times.
- Unsafe, inappropriate, disruptive, or disrespectful behavior may result in the service ending immediately and the loss of future booking privileges.