



OUR APPOINTMENT CANCELLATION GUIDELINES



In case plans have changed

We understand that sometimes the unexpected happens or you change your mind. It is your right to do what is best for you at the moment. Although we'd miss having the opportunity to service your beauty needs, we support your decision to try us again later. If you must cancel your prepaid and booked Virtual Makeover Experience, please adhere to our refund guidelines. Here are our terms and conditions should you need to cancel your appointment with us for any reason. You will receive:

- Full Refund of 100% paid monies: if canceled 24 hours after initial appointment time and date.
- Partial Refund of 50% paid monies: if canceled between 2-4 days after initial appointment time and date.
- Minimal Refund of 25% paid monies: if canceled three days before scheduled appointment time and date.
- No Refund of paid monies: if canceled 24 hours before or the same day as the scheduled appointment time and date.
- Cancellations of group classes or event bookings are eligible for a 100% refund when paying the **full** price to participate. **Discounted offers do not qualify for rebates**; however, participants will receive access to the recorded material at no additional cost.

Candied Y.A.M.S. Makeup Artistry reserves the right to retain monies paid as non-refundable labor fees for preplanned service(s) agreement. If you wish to reschedule your appointment in place of a refund, you may apply your prepaid booking rate as a one-time use credit towards the Beauty Experience of your choice within 60 days after cancellation. This rate is the exact amount paid at the time of booking. Rescheduled appointments are available on a first-come, first-serve basis through our Bookings page on yamsglam.com.

Suppose we must cancel your appointment to no request of your own. In that case, we will contact you via your preferred way of communication as selected in your Beauty Experience Consultation Q&A (Part 1) submission. Although it is our goal to meet every appointment, we will gladly issue a full refund or reschedule your appointment at your discretion in an emergency to which we would have to cancel.

Appointments are "no-call, no-show," after 20 minutes into the scheduled booking time and date. If there is no contact between yourself and us on the day of your appointment, then Candied Y.A.M.S. Makeup Artistry will cancel your slot. There are no refunds issued for "no-call, no-shows." A courtesy credit in the full amount of all monies paid offers an opportunity to reschedule within 60 days from cancellation.

Rescheduled appointments are available on a first-come, first-serve basis through our Bookings page on yamsglam.com. Candied Y.A.M.S. Makeup Artistry reserves the right to cancel/refuse bookings for any person(s) proven to be fraudulent, disrespectful, defaming, or disparaging to our business. If need be, we will pursue legal action(s) to protect our company's namesake.

If, for any reason, you are less than satisfied with your Virtual Makeover Experience with us, please allow us an opportunity to make any necessary improvements. There are no refunds issued for dissatisfaction after the completed service experience; however, we will do our very best to make it up to you as we are capable. Thank you for choosing Candied Y.A.M.S. Makeup Artistry to meet your beauty goals. We look forward to delivering our best service to you. If you have any further questions concerning our Appointment Cancellation Guidelines, please reach out to us via email. You may submit all inquiries to bookings@yamsglam.com.

We appreciate your patronage.