

## 1/ DO I NEED TO PAY A DEPOSIT WHEN BOOKING?

Yes, we require a deposit of SGD\$5 per person for each booking which is non-refundable.

## 2/ WHAT HAPPENS IF I ARRIVE LATE?

We allow a 10-minute grace period. After that time, your deposit will be forfeited. In order to ensure that the slot remains reserved for you, please message us via WhatsApp or call us at 8829 0432 to inform us that you will be late before your appointment time. If we do not hear from you before the grace period is over, we regret to inform you that we cannot guarantee that we will be able to serve you immediately upon your arrival.

## 3/ WHAT IS YOUR RESCHEDULING OR CANCELLATION POLICY?

A 48-hour notice is appreciated if you need to reschedule your appointment. We will do our best to facilitate with rescheduling your appointment. Unfortunately, if you wish to cancel your appointment or reschedule without a 48-hour notice, your deposit will be forfeited.