

6.0 KLYP Cancellation Policy

Effective: September 25, 2020.

6.1. Why Cancellation Policy and Fee

KLYPISTS are professionals whose business and livelihood come from providing services to help you look your best, their time is money. When KLYPISTS reserve time specifically for you they are unable to offer that time to another client. If you don't attend your service or cancel right before an appointment, they are unlikely to reschedule a client for your time.

Please ensure you have your notifications enabled, so KLYP can send reminders for your appointments. KLYP is not liable for settings or conditions that prevent, mute or delay your notifications, and you are liable for the cancellation fees. Adding appointments to your calendar is recommended.

6.2 Cancellation Details

KLYPISTS have four cancellation policies.

Cancellation	FIRM	MODERATE	FLEXIBLE	NONE
< 6 hours	100%	50%	30%	0%
6-hours to 24-hours	80%	30%	0%	0%
>24 hours to 48 Hours	30%	0%	0%	0%
> 48 Hours	0%	0%	0%	0%

6.2.1 Frequent Cancellation Policy

Clients that cancel 5 or more times within 24 hours of their appointment, may become subject to the firm cancellation policy to protect KLYPIST'S time, advance notice is given.

6.2.2 Sample Scenario: Flexible Cancellation Policy

If you scheduled with a KLYPIST that has a Flexible cancellation policy:

8-Hours: You cancel 8-hours before your scheduled time, you are not charged.

5-Hours: You cancel 5-hours before the service time, your charge is 30% of the fee.

No charge is made when you cancel within the free (0%) cancellation period(s). A grace period may be allowed to complete a cancellation started near one of the transition times, e.g. if you started to cancel 6-hours and 2-minutes before the scheduled time and finished slightly under 6-hours before the appointment you would be charged the 6-hour to 24-hour cancellation fee.