

CANCELLATION POLICY

DRAGUL NOSTRU OASPETE,

Pentru ca experienta ta Sara Studio sa fie una desavarsita si sa te poti bucura pe deplin de ceea ce ti-am pregatit, te rugam sa respecti regulile de eticheta ale centrului nostru.

CREARE PROGRAMARE:

Cientilor noi, celor care nu sunt membri ai clubului de fidelitate Sara Studio si cei a caror durata a programarii epaseste 90 minute li se va cere o plata in avans pentru a se putea crea programarea. Avansul achitat este in valoare de 50% din costul sedintei, pse va scadea din totalul de plata al sedintei efectuate si este nerestituibil in caz de neprezentare.

Vei primi un mesaj de reamintire a programarii cu o seara inainte.

ANULARE PROGRAMARE:

Se indeplinesc in functie de ziua saptamanii in care este creata programarea fara a depasi mai mult de 2 (doua) anulari.

Luni – Marti – Miercuri:

Anularea programarilor se poate face de maximum 2 ori pe luna, doar telefonic, cu minim 24 de ore in avans.

Joi – Vineri – Sambata:

Anularea se face doar telefonic, 1 singura data pe luna si cu minim 36 de ore in avans. Nu sunt premise anularile cu o zi in avans sau in ziua serviciului programat.

DEPASIREA NUMARULUI DE ANULARI:

In cazul in care numarul anularilor dintr-o luna depaseste conditiile de mai sus, serviciul rezervat va fi considerat efectuat si scazut din numarul de sedinte ale abonamentului in curs.

NEPREZENTARE LA PROGRAMARE:

Cientilor care au abonament si nu se prezinta la programare li se va considera ca fiind efectuata sedinta respectiva.

Pentru clientii care nu detin un abonament pentru serviciul la care nu s-au prezentat, posibilitatea de efectuare a unei noi programari va fi restrictionat pana la achitarea in avans a sedintei dorite.

INTARZIERE SAU MODIFICARE ORA PROGRAMARE:

Pentru intarzierile care depasesc 15 minute, in cazul in care serviciile rezervate nu permit reducerea timpului de terapie corespunzator cu durata intarzierii, se va incerca reprogramarea in functie de disponibilitate fie in aceeasi zi, fie la o data ulterioara.

Modificarile de ora cauzate de intarzierea clientului, sau la cererea acestuia se vor face in aceleasi conditii ca si anularile. Exista aceeasi limita de modificari a programarilor si acelasi interval orar de anuntare in avans a modificarilor, in functie de ziua saptamanii in care este creata programarea.

Ganduri bune,
Manager Sara Studio
Madalina Draghia

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OUR DEAR GUEST,

Because we want that your Sara Studio experience to be a perfect one and enjoy the full range of what we have prepared for you, please comply with our centre's rules.

APPOINTMENT POLICY:

New customers, those who are not members of the Sara Studio fidelity club and whose programming duration exceeds 90 minutes will be required to pay a prepayment before the appointment. The advance paid is 50% of the cost of the services reserved, it will be deducted from the total payment of the services and is not returned in case of absence.

You will receive a SMS with a day before your appointment.

CANCELATION POLICY:

They are performed according to the day of the week in which the appointment is created without exceeding two cancellations.

Monday – Tuesday – Wednesday:

Cancellation of appointments can be done twice a month, only by phone, with 24 hours in advance.

Thursday – Friday – Saturday:

Cancellation can be done only by phone, once a month and with 36 hours in advance. Cancellations are not allowed on the day before or on the scheduled service day.

EXCEEDING THE NUMBER OF CANCELLATIONS:

If the number of cancellations in a month exceeds the above conditions, the reserved service will be considered done and deducted from the number of scheduling sessions in progress.

NOT PRESENT AT APPOINTMENT:

Clients who have a subscription and do not attend the appointment will be deemed to have made that meeting.

For customers who do not have the subscription, possibility of making a new appointment will be restricted until they will pay in advance for the desired appointment.

DELAY OR CHANGING THE TIME OF APPOINTMENT:

For delays exceeding more than 15 minutes, if reserved services do not allow for a shorter treatment time corresponding to the duration of the delay, reprogramming will be attempted depending on availability either on the same day or at a later date. Time changes caused by customer delay or at his request will be made under the same conditions as cancellations.

There is the same limit of schedule changes and the same time interval for advance announcement of the changes, depending on the day of the week in which the scheduling is created.

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**All the best,
Sara Studio Manager
Madalina Draghia**