Appointment Booking and Advance Payment Policy



1

Advance Payment

BDT 200 advance payment is required when booking an appointment through Reoini Piercings appointment booking portal. This is not an additional service charge. It will be adjusted **against the customer's total bill through our POS (Point of Sale) system, during the appointment.**

2

Appointment Cancellation & Refund

Appointments may be cancelleed at least **3 hours before their scheduled appointment time** (in order to receive the **200BDT refund**) Cancellation and refund requests must be submitted through the appointment confirmation email received after the appointment has been confirmed.
Eligible refund requests will be processed within **7-12 business days**, depending on the payment method and processing time of financial service provider.





3

Late Cancellation

If a customer cancels their appointment **less than 3 hours** before the scheduled appointment
time, the **BDT 200 advance payment will be considered non-refundable.**

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4

No Show

Failure to attend the scheduled appointment without completing a valid cancellation request
will be treated as a **no-show**. For no-shows, the **BDT 200 advance payment is non-refundable.**

Rescheduling

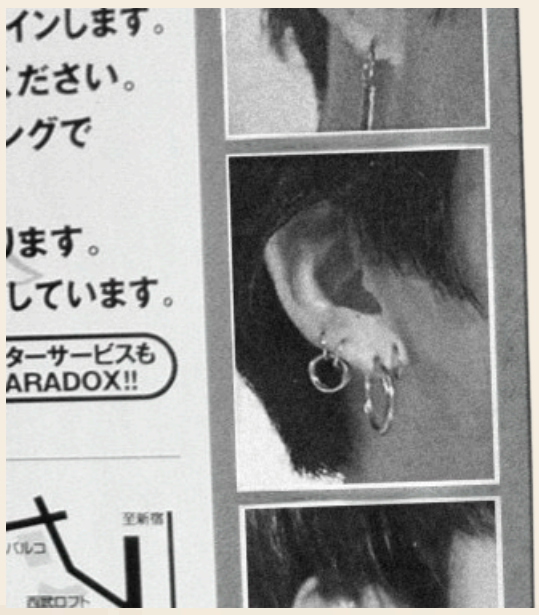
Customers who need to change their appointment are encouraged to use the **rescheduling**
options available through their appointment confirmation email and submit the request within the **3 hours prior timeframe**.
Rescheduling requests made **less than 3 hours** before the appointment, or requests resulting from **a late arrival**, may be subject to the **non-refundable advance payment policy.**

5

Late Arrival

You are expected to arrive at their scheduled appointment time. Late arrival may result in the **BDT 200 advance payment becoming non-refundable.** If a customer arrives late, Reoini Piercings may, **at its discretion, continue with the appointment only** if sufficient time remains within the allocated appointment slot. Where possible, **reasonable adjustments** may be made to accommodate the customer without affecting other scheduled appointments. However, if the remaining appointment **time is insufficient** to provide the requested service properly, the appointment may need to be **shortened, rescheduled, or cancelled**. In such circumstances, the **BDT 200 advance payment will remain non-refundable**.





6

Agreement to the Policy

By **completing an appointment booking** and paying the BDT 200 advance payment, the
customer acknowledges and agrees to the terms of this Appointment Booking & Advance
Payment Policy.
Reoini Piercings **reserves the right** to update this policy when necessary.