

Lukári Estetica Booking & Refund Policy

Appointments require a \$50 booking fee to secure your booking.

Booking fees are non refundable, as your appointment time is reserved exclusively for you.

Booking fees may be transferred to a future appointment where at least 24 hours notice is provided.

Late cancellations, rescheduling within 24 hours, or missed appointments will result in forfeiture of the booking fee.

Where a treatment is deemed unsuitable following consultation:

- an alternative treatment may be offered
- your appointment may be postponed until suitable
- payments made beyond the booking fee will be refunded where applicable

Refunds are not provided for:

- change of mind
- dissatisfaction due to unrealistic expectations
- failure to follow pre care or aftercare instructions
- incomplete treatment plans
- outcomes affected by undisclosed medical or skin history

If there is a genuine service issue, please contact Lukári Estetica within 48 hours so we can review and provide appropriate support.