CANCELLATION SCRIPT - More than 24hrs notice

Yes I can cancel that, would you like to rebook another day and time instead?

YES

Great what date and time suits you best?

Book appointment!

I just want to remind you of our cancellation policy. You just need to give us a call to let us know if you can't make it. If we're closed, leave a message. If you are unable to call us more than 2**4 hours before your appointment** we will unfortunately have to **charge you a cancellation fee of 30% of the booked service. Less than 4 hours incurs a 50% cancellation fee and we will not be able to rebook you until this fee has been paid.**

If you do not attend your appointment and do not give us any notice that you won't be attending, **the NO SHOW fee is 100% of the booked service.**

Do you understand the policy?

Yes

Great will see you at (time) on (day). Thank you, Bye!

No

Can I ask if there is a reason you aren't rebooking? We love all feedback from our clients to better improve our salon

I am just not sure what I am doing.

Ok, well we are very busy so if you have an idea of when might suit you, we can book you in and if it doesn't suit when it gets closer, just give us a call? Does that suit?

Yes

Book appointment!

NO

OK then. Well when you do know when you can come in please callus so we can get you an appointment ASAP so you don't have too much regrowth happening! Thank you for calling. Bye!

Yes, tells you their Issue

I am so sorry to hear that (client name) we don't want any client to be unhappy, is it ok if I pass this onto the owner/manager for them to give you a call as I know they would want to rectify the situation?

Yes

Ok Great, I will let them know for them to call you as soon as possible once again I'm sorry to hear about you being unhappy but thank you for telling me. Thank you, bye!

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