CANCELLATION SCRIPT – Less than 24hrs notice

" (Client Name) are you 100% sure that you can't make it, even if you have to move something around?"
(You can offer an alternative time same day if it works)

No I can't.

"Ok well unfortunately I am going to have to charge you the cancellation fee of 50% of your booked appointment, Are you 100% sure there is nothing we can do to get you in?

Yes

Yes, I might.

"Great so are you still able to attend the same time?"

No

"OK we can change to X time, does that work better?"

Yes

"Great we will see you at X time. Please let us know if anything changes as the cancelation policy states that's it's a 30% fee less than 24hrs notice, 50% if its less than 4hrs and if you don't attend it's $100%! I don't want you to get charged that so please call. Thanks bye.

NO!

Work out a suitable time change, same day only. If they can't work out a time they will be charged the appropriate fee.

NO!

OK as per our policy if we have less than 24 hours notice you not being able to attend the appointment, since it's unlikely that we can fill it at short notice and have turned away other clients and also have staff to pay, there is a 30% fee due(50% if less than 4hrs notice) of $XX (you will need to calculate figure). I can process this now over the phone with a card and then I can rebook you from there. Is it Visa or Mastercard?

Client understands

"Thanks, so when is a suitable time for me to rebook you in?"

Rebook the client

"Great we will see you X date at X time.

I'm not paying that! (CRANKY)

(Client's Name), I am just following the policy outlined for our salon, if you like I can get the manager/owner to speak with you.

YES

If Manger is in salon, mute phone and give manager the details such as Client name, the disputed policy and fee and then put them on the phone

If Manger is not in salon.

The manager will call you back as soon as possible today to talk to you about our salon policy. Thank you, Bye

Call manager and give the details such as Client Name and contact number, the disputed policy and fee amount.

© Emma Greyson