

CANCELATION & NO SHOW POLICY

We understand that our clients have lives outside of the salon and we know that every now and then things don't work out as planned. If a client needs to cancel or change their appointment we require at least 24 hours notice otherwise we regret there may be a cancellation fee, pending the service booked.

The client needs to call to let us know they can't make it. If we are closed they need to leave a message. If the client is unable to call us more than 4 hours before their appointment we will have to charge them a cancellation fee of 30% of the service booked.

If it is less than 4 hours notice before the client's appointment they are charged a 50% cancellation fee.

The business has high operating costs and has possibly turned other clients away for this time frame. At short notice it is very difficult, if not impossible to fill the appointment.

We will be unable to rebook the client until this fee has been paid.

If the client does not attend their appointment and does not give any notice that they will not be attending, the NO SHOW fee is 100% of the booked service.

They will not be able to book any future appointments unless a non-refundable deposit of 50% is paid at the time of booking.

We are a small business that relies on having the clients turn up to their booked appointment so that we can pay the stylist that is at work for the clients booking, pay to keep the electricity on and the doors open. When the client doesn't attend their appointment or give us enough notice that they can't attend, that means we may have turned away other clients because that time was allocated specifically for that client.

We appreciate the support of our clients and hope we never have to charge clients these fees, but you need to know what to do if it occurs.

PROCEDURE IF CLIENT CANCELS

LESS THAN 24 HOURS NOTICE MORE THAN 4 HOURS

This is at the manager's discretion as to exactly what is charged given individual client circumstances.

- If a client is genuinely sick and unable to attend, we don't want them in the salon making the team sick or other clients, so no cancellation fee as long as they rebook.
- If a client "forgets" their appointment or something came up, they are charged 30% of the booked services, this is charged over the phone and they can't be rebooked until the fee is paid.
- If the client is booked for a service that required a 50% to book, then gives less than the required time frame for notice, which is generally 48hrs for services over 2 hours, please see deposit policy, they forfeit their deposit and need to pay a new deposit to book the new appointment.

LESS THAN 4 HOURS NOTICE

Giving less than 4 hours notice will result in a 50% charge of the total amount of booked services. This is payable for the client to be able to rebook another appointment.

The Client will need to pay a 50% deposit on any future bookings.

NO SHOW

If a client is a no show, which means they just don't turn up for their appointment, they are charged 100% of the booked service, which has to be paid before they can rebook. When they do rebook they are also required to pay a 50% for the next booking when it is made.

This deposit is forfeited if they give less than the required notice period to not attend the appointment.

If a client then does not attend the next appointment from there, they are not allowed to book without paying 100% upfront, once again non refundable with out the required notice of non attendance.

WHAT TO DO IF A CLIENT IS REFUSING TO PAY THE FEE?

At the end of the day we can't force the client to pay the Cancellation No Show fee. They will get angry, possibly yell at you and tell you that they never want to come back.

We try our hardest to make all our clients happy and given the circumstances may not charge the fee, at the manager or owners discretion.

We don't want clients who can't respect our time and skills in the salon. It stresses everyone out and the day does not run smoothly.

If they do get cranky at you, remain calm! Speak to them with a smile on your face and follow the script of just stating our policy.

If you feel as though it is getting heated rather than simmering down, tell the client that you will get the manager/owner for them to speak to.

Remember, people just want to be listened to. The client is upset because they know they have done the wrong thing and are trying to get out of paying the fee. Sometimes they just want to know they've been heard and the complaint taken on board.

We may lose a few clients but we will gain lots of clients who will respect our business and us.

Our ultimate goal is a smoothly running salon with happy clients and a happy team.

Staff Name	Date	I have read through and agree with all aspects of this Policy

