

# NON-PAYMENT FROM CLIENT PROCEDURE

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When to use this procedure:

If a client has completed her appointment in the salon and has an issue with paying, whether there is not enough cash on them, their card has declined or they have forgotten their wallet.

- Step 1.** Notify your manager or supervisor of the circumstance.
- Step 2.** Tell the client that you will need to photocopy their driver's license and Credit or Debit card to retain their details. Follow Script for the correct wording to handle this.
- Step 3.** Photocopy the front and back of the driver's license and the credit card.
- Step 4.** On the photocopied paper (you may need to do this on the back so you have enough room) write out the circumstances of the non-payment including any deposits that have been taken to book the appointment.  
  
*e.g. Client has had XYZ service done and completed on DAY TIME, When CLIENT has attempted to pay for the service her card has been declined with the error message XYZ. CLIENT has told me that she will be returning at TIME on DAY to fix up the payment of \$XXX.*
- Step 5.** Ask the client to sign below what you have written; you also need to sign this as the staff member in charge of payment.
- Step 6.** Client is not to leave with any retail items that they may have been about to purchase; if payment has not been received no items leave the premises.
- Step 7.** Before the client leaves, make sure that you have all of the correct information to contact them by, full name, postal address, email address and all relevant phone numbers.
- Step 8.** If the client has not returned to pay by the time and day that was agreed to, notify the owner so that an invoice can be sent and follow up contact made to rectify payment.