



Awareness and Fairness No Show Policy

Awareness

SALON NO SHOW LOSS – £12,000* in annual revenue

(This could nearly hire a full time graduate)

HOURS LOST – 530* hours annually

(over 10 wasted hours every week)

*estimated figures

Fairness

We require a full 48 hours cancellation notice of all appointments so we can try to resell the time

48 HOURS NOTICE means we must have received notification of cancellation exactly 48 hours or more before your appointment time. We understand life gets in the way sometimes. We are all so busy appointments can slip our mind sometimes so we give you our 3 **Step Fairness Policy**.

1st NO SHOW you are charged just HALF of your booked appointment value and we let you spend that charge on salon products so you have something to show for your charge. That's fair right?

2nd NO SHOW you are charged the FULL rate of the appointment value and you can spend half toward products again.

3rd NO SHOW and any following no shows you are charged the full appointment value.

New Booking Policy

All new client appointments or appointment longer than 1 hour now require a non-refundable deposit of 50% of the booking value. This will only be refunded if 48 hour cancellation notice is given. The great thing about paying a deposit is you have less to pay on appointment day.

Fairness Policy

In return we agree that if we need to change your appointment with less than 48 hours' notice and your booking has stood for more than 96 hours we will endeavour to offer you another appointment on the same day.

If we are unable to offer you an alternative appointment* on the same day we will gift you with half of your appointment value with free products when you return for your booking.

**Please note due to sickness we cannot guarantee we can offer you the same stylist or the same time but we will endeavour to offer you an alternative appointment on the same day.*

Lateness

If you are late for your appointment the time comes off your appointment and we cannot guarantee you the full service you booked for but we can guarantee your stylist will do everything they can to make you look and feel amazing in the time they have.

If we are late starting your appointment your service is not affected.

In our service industry appointment times can be unpredictable so we base them on averages. We cannot guarantee you will be in and out in your exact booking time so please make appointments when you are not in a rush to get out at a specific time. We want you to have the best salon experience and rushing will not only compromise your experience but adds stress and pressure on your stylist.

We thank you in advance for your understanding and supporting your stylist and salon team.