

## **Cancellation Policy**

We ask all clients when making an appointment to give us 48 hours' notice before cancelling. Any cancellations made during the 48-hour period will result in being charged.

We understand that sometimes schedules change and therefore request at least 48 hours notice when cancelling or rescheduling your appointment. Appointments cancelled within 24 hours will incur a charge of 50% of the service amount. Appointments cancelled within 12 hours and which clients are a "No-Show" will incur a charge of 100%

At Charles Whiston Hairdressing we will do everything we can to accommodate appointment changes and cancellations as required. Please give us a call at your earliest convenience to modify or cancel your appointment.

Cancellation charges are as follows;

- Within 48 hours - free of charge
- within 24 hours - 50% of the full booked service
- Within 12 hours & No Shows - 100% of the full booked service

Any cancellation charges not paid could result in a refusal to reschedule/rebook until payment is received.

### **Bookings made within 24 hours:**

Please note that appointments made within 24 hours may instead be cancelled or modified at least 4 hours prior to the appointment time in order to avoid a charge of 50% of the service amount.

### **Group Bookings:**

Group bookings of four or more people require a notice period of 72 hours (3 days). For each guest that fails to show without required notice a charge of 50% of the service amount. Alternatively depending of the group booking size, we may ask for 50% deposit be made when booking.

### **Lateness:**

Please note that if you are over 15 minutes late for your appointment we may have to reschedule your service if it cannot be completed in the remaining time frame. All attempts to reschedule in a timely manner will be made. If we do not hear from you 15 or more minutes into your scheduled appointment time it is considered a "No-Show" and you will be charged in full for the service.

### **Salon Closure:**

We value your time and feel that it is fair to honour the same policies we hold to our clients. Should Salon need to cancel on a client due to unforeseen circumstances with less than 24 hours' notice we will honour compensation off your next identical service and do all we can to reschedule your appointment in a timely manner.

\*Please note, due to unavoidable circumstances we are happy to review this policy on an individual basis.