

SUGGESTED WORDING FOR BOOKING FEE AND CANCELLATION POLICIES

(PLEASE VARY FOR HAIR AND BEAUTY)

OPTION ONE

We understand how busy life can be and how last-minute changes can affect your daily routine. We ask that you be mindful that (salon name) is a busy salon that works closely with an appointment schedule and we rely on our clients arriving on time for their appointments.

When you don't keep your appointment or don't give us enough notice that you can't attend, that often means that we have turned away other clients because that time was allocated to you specifically.

To ensure we are able to offer the best service to you and all our valued clients we have in place the following salon policies. We may use our discretion and waive or relax the policy where individual circumstances warrant consideration.

We greatly appreciate your support of our salon and promise to provide professional service to you with every visit.

- All new clients will be asked to leave a \$xxx or % of service, booking fee to secure their first appointment (change to suit) which will be deducted from the cost of the booked appointment. (You may change this to apply for all services over a nominated \$ value).
- All hair extensions, and keratin smoothing clients will be asked for a xxx% booking fee (you may include fashion colours above a certain value). For beauty services you may nominate high end treatments.
- All clients are sent a confirmation SMS xxxx days prior to their appointment. We ask that you reply as promptly as possible.

OPTION TWO

- GUIDE TO CANCELLATION POLICY
- XXXX salon has a xxx hour cancellation policy in place.
- If you need to cancel or re-schedule your appointment, we ask for at least xxx hours notice to allow us to allocate that time to another client.
- Cancellations, reschedules or no shows, under the xxx-hour period will be charged (insert your \$ fee or %).
- We send out a reminder text xxx hrs prior to your appointment; please use this time to make changes to your appointment.

OPTION THREE

- All new clients are asked to leave a \$xxx service booking fee to secure their first appointment, which will be deducted from the cost of the actual appointment. This is taken by way of a credit card over the phone and processed when you are making your appointment. We do not hold your credit card details.
- Online bookings have a feature to allow you to securely leave your credit card.
- No show clients and late cancellations within xxx hours will result in the forfeit of the booking fee.

OPTION FOUR

We thank you for your understanding and cooperation in following our cancellation policy.

Booking Fee

At the time of making a booking, a \$xxx booking fee will be taken and held to secure your appointment. Should your service be less than \$xxx in value, a booking fee of 20% of the service fee will be held to secure your appointment.

Cancellations

Should you need to cancel or re-schedule your appointment, we ask that you do this as soon as possible to allow us to re-allocate the booked time. Cancellations made within xxx hours of the scheduled appointment time will result in the forfeit of the booking fee.

No-Shows

Non arrival for an appointment will result in the forfeit of the \$xxx booking fee. Multiple no shows may mean that we ask you to make full payment of your booked service to secure a future appointment.

Exceptions

We understand that accidents happen, people get sick and/or emergencies occur. We will do our best to accommodate these rare occasions with grace. We do record these occurrences so as to prevent abuse of the policy. Our goal is to be preventative in order to protect and accommodate our valued clients.

OPTION FIVE

When you book an appointment with XXXX SALON, we set that time aside just for you. If you cancel with late notice it impacts on us significantly and inconveniences many other clients who have been turned away because your time was unavailable.

We request a minimum of xxx hrs notice if you need to cancel or re-schedule your appointment. In order to secure your appointment, we ask for a \$xxx booking fee that will be deducted from your service on the day of your appointment.

If a cancellation is made with more than xxx hours' notice and you are not rescheduling to another appointment, your credit card details will be taken from you again and a full refund of the booking fee will be made to you.

If a cancellation is made with less than xxx hours noticed you will forfeit your \$xxx booking fee. If you do not show for your appointment you will forfeit your \$xx booking fee and we will record this on your client history for future reference.

To be asked to leave a booking fee to secure an appointment or reservation at any busy business is now standard practice. Thank you for understanding why we also need to have these policies.

Booking fee vs deposit

We recommend that 'Booking Fee' is used rather than 'Deposit' as a deposit can be regarded as an advance part payment for a service where, if the service isn't provided, as in a no show or late cancellation, then it could be argued that the deposit should be refunded.

A booking fee however is a fee for holding a particular time period open for a client's appointment as insurance against a no show or late cancellation. This fee can be credited against the service provided when the appointment is kept by the client.