

# Infinity Hairdressing no-show/cancellation policy

## CANCELLATIONS OR NO-SHOWS

We will do our best not to cancel or re-arrange your appointments and to run to time. We really appreciate you doing the same.

## OUR CANCELLATION POLICY

We understand that sometimes you may have to cancel an appointment. Please give us at least 48 hours' notice, otherwise a cancellation fee of 50% of the cost of your service or treatment will be charged.

We will take your payment details at the time of booking an appointment with us.

It is very difficult to fill appointments at short notice, but if we do we will not charge you a cancellation fee.

If you need to cancel, please give us a call or use our online booking system. Please don't text, email or put a message on social media.

## PAYMENT DETAILS

Before we take your payment details to cover a cancellation charge or a deposit or advance payment, we will confirm:

- The service or treatment you have booked.
- The salon/barbershop or business name, location and contact details.
- The total price (including any taxes) of the service or treatment booked or how the price will be calculated if an exact price cannot be given.
- The time and date of the appointment.

## DEPOSITS

A deposit of 25% of the cost of your service or treatment will be charged if you:

- missed your last appointment with us; or
- are a new client; or
- are booking online; or
- are booking for an appointment lasting more than two hours, such as hair colour or any perming or keratin service.

The deposit will be taken when you book your appointment and will be taken off your bill when you pay for the service or treatment you have received. The deposit will be fully refunded if you cancel, as long as you give us at least 48 hours' notice.

If you give us less than 48 hours' notice but we are able to fill the appointment, we will either refund the deposit or put it towards the cost of your next appointment.

The deposit will be fully refunded if a service or treatment is unsuitable for you or cannot be provided for any reason.

### **KEEPING TO TIME**

If you are running late, we will do our best to fit you in, but we may not be able to provide the full service or treatment.

Thank you