

Salon Cancellation and Lateness Policy

Salon understands that sometimes schedules change and therefore requests at least 24 hours notice when cancelling or rescheduling your appointment. A credit card is required to hold your appointment.

Appointments cancelled within 24 hours or for which clients are a "No-Show" for will incur a charge of 50% of the service amount.

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 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 will be incurred on the card used to reserve booking.

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 your card will be charged for 50% of the service scheduled.

Salon values your time and feels that it is fair to honor the same policies we hold to our clients. Should Salon need to cancel on a client due to unsafe weather conditions weather, power outages, or other unforeseen events with less than 24 hours notice we will honor 50% off your next identical service and do all we can to reschedule your appointment in a timely manner.

Here at Salon we understand that accidents and emergencies happen that prevent 24 hour notice for cancelling or rescheduling your appointment. Salon members are given one (1) grace appointment a year for last-minute scheduling changes, cancellations, or no-shows. Please inquire at our location or by phone on how to sign up for free today!

**If you have any questions regarding our policies please give us a call at
XXX-XXX-XXXX.**

Thank you for booking your service with Salon,
we can't wait to pamper you!