

## Studio for Hair Cancellation Policy

Each client's appointment is very important to us. We take great care to ensure scheduling is handled efficiently so that our clients receive the level of service and professionalism that they deserve when they book with us.

### Cancellations

We understand that sometimes situations come up that require you to change your plans. If you must cancel or reschedule your appointment, we require that you notify us at least **24 hours** in advance. This helps us protect the time of our stylists and our clients and ensures that we can continue to deliver upon our promise of exceptional service.

As a small business, missed appointments have a significant impact on both our stylists and the salon as a whole. When an appointment is canceled last minute or a "no-show" occurs, it not only disrupts our schedule but also results in lost revenue for our stylists, who rely on those appointments for their income.

Cancellations and rescheduled appointments without **24 hour** notice will incur a cancellation fee of **50% of the service price**. Missed appointments ("no-shows") will be charged **50% of the service price**. This fee is non-refundable and cannot be put toward any future services.

Appointments booked within **24 hours** of the scheduled appointment may be canceled or rescheduled no later than **4 hours prior** to the scheduled appointment time without incurring a cancellation fee of **50% of the service total**.

For large group bookings (such as wedding parties, homecoming / prom groups, etc.), extra time and preparation is needed to make sure we have the space and amenities needed to make your time with us one you'll always remember fondly. We require that you notify us at least **72 hours** in advance of any cancellations or changes you need to make to your scheduled appointment. Cancellations and rescheduled appointments without **72 hour** notice will incur a cancellation fee of **50% of the service price per guest**.

We understand that you have a busy schedule and allow a grace period of **10 minutes** after your scheduled appointment time. If you are more than **10 minutes** late to your appointment, we may need to reschedule your appointment to accommodate your service(s). If we do not hear from you within **15 minutes** after your scheduled appointment start time, your appointment will be considered a "no-show" and you will be charged **50% of the service total**.

### Deposits

We will require a deposit if you are scheduling an appointment after you have a missed/no show appointment. This deposit fee is non-refundable.

### Appointment Reminders

Text or phone call reminders are provided as a courtesy and not always delivered due to carrier or other issues. Clients are responsible for knowing and attending their scheduled appointments regardless of reminder receipt.