

HAIR BY
Amanda Kleinpaste

Cancellation/No-Show Policy

Time is valuable. When someone cancels or doesn't show up, they are not only depriving their stylist of potential income, they are depriving another client of the opportunity of an appointment.

Confirmation texts and/or emails are sent 7 days prior to your appointment. In the event that you cancel your appointment within 48 hours, the following fees will apply. Cancellations can easily be made online or by texting 315-777-1556.

Cancellations made within 48 hours of your scheduled appointment time will be charged a fee of 50% of the scheduled service.

Fees are charged to the credit card on file. In the event that there is **no card on file**, an invoice for any fees will be sent via text and/or email that is due upon receipt, and future services over \$100 will require a 50% deposit in order to book.

Cancellations made within 24 hours or in the event of a **No-Show**, the cancellation fee will be 90% of the scheduled service will, and pre-payment will be required for all future services.

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 I 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 90% of the service scheduled.

