

Fresh

Cancellation & No-Show Policy

Hair, Nails, Beauty & Aesthetics Salon

This policy sets out the terms for cancellations, rescheduling, and non-attendance to protect appointment availability, support fair business operations, and ensure clarity for clients.

1. Purpose

- To reduce lost appointment time.
- To ensure fairness to clients and staff.
- To provide clear expectations for bookings.

2. Scope

- This policy applies to all clients and all services.
- It covers in-salon and mobile appointments.

3. Definitions

- Cancellation: client notifies in advance they cannot attend.
- Reschedule: client changes appointment to a later date.
- No-show: client fails to attend without notice.

4. Notice Period

- Clients must give at least 24 hours' notice to cancel or reschedule.
- Some specialist or long treatments may require 48 hours' notice.

5. Deposits

- A deposit may be required for certain services.
- Deposits are non-refundable and non transferrable if notice is not given within the required period.
- Deposits may be transferred once if sufficient notice is given.

6. Cancellation Fees

- Late cancellations will incur a fee normally loss of deposits paid.
- Fees will reflect the lost appointment time.
- Clients will be informed of fees at booking.

7. No-Show Charges

- Failure to attend without notice will result in a charge of up to 100% of the treatment cost.

- Future bookings may require full prepayment.

8. Exceptional Circumstances

- Fees may be waived at management discretion for genuine emergencies.
- Supporting evidence may be requested.

9. How to Cancel

- Clients can cancel via phone, email, or online booking system.
- Cancellations must be received during business hours to count.

10. Repeated Cancellations

- Clients who repeatedly cancel or do not attend may be restricted from future bookings.

11. Staff Cancellations

- If Fresh must cancel an appointment, clients will be offered a rebook or refund.
- Fresh will aim to give as much notice as possible.

12. Communication

- This policy is displayed in the salon and online.
- Clients must acknowledge the policy when booking.

13. Data Protection

- Client details used only for appointment management.
- Handled in line with the Privacy Policy.

14. Complaints

- Concerns handled under the Complaints Procedure Policy.

15. Non-Compliance

- Failure to follow this policy may result in refusal of future bookings.

16. Review

- This policy is reviewed annually.

Policy Owner: Operations Manager

Last Review Date: _____

Next Review Date: _____