

## 24 HOUR CANCELLATION POLICY

YOUR APPOINTMENT IS VERY IMPORTANT TO HAIR HOUSE, IT IS RESERVED ESPECIALLY FOR YOU. WE UNDERSTAND THAT SOMETIMES SCHEDULE ADJUSTMENTS ARE NECESSARY; THEREFORE, WE RESPECTFULLY REQUEST AT LEAST 24 HOURS NOTICE FOR CANCELLATIONS.

PLEASE UNDERSTAND THAT WHEN YOU FORGET OR CANCEL YOUR APPOINTMENT WITHOUT GIVING ENOUGH NOTICE, WE MISS THE OPPORTUNITY TO FILL THAT APPOINTMENT TIME AND CLIENTS ON OUR WAITLIST MISS THE OPPORTUNITY TO RECEIVE SERVICES. SINCE THE SERVICES ARE RESERVED FOR YOU PERSONALLY, A CANCELLATION FEE WILL APPLY..

IN ORDER TO SECURE YOUR APPOINTMENT, WE WILL REQUIRE A \$50 DEPOSIT, WHICH WILL BE APPLIED TOWARDS YOUR SERVICE.

-SHOULD YOU NEED TO RESCHEDULE, THE DEPOSIT WOULD ROLL OVER TO YOUR NEXT APPOINTMENT.

-IF YOU FAIL TO SHOW UP FOR YOUR APPOINTMENT, YOU LOSE YOUR DEPOSIT AND YOU WILL BE CHARGED THE FULL AMOUNT OF THAT SERVICE MINUS \$50 TO SECURE YOUR NEXT APPOINTMENT.

-SHOULD YOU CANCEL WITHIN 24 HOURS OF YOUR SCHEDULED APPOINTMENT TIME, YOU WILL SIMPLY LOSE YOUR DEPOSIT.

THIS CANCELLATION POLICY ALLOWS US THE TIME TO INFORM OUR STANDBY GUESTS OF ANY AVAILABILITY, AS WELL AS KEEPING OUR SCHEDULE FILLED, THUS BETTER SERVING EVERYONE.

IF WE CANCEL ON YOU, YOU WILL RECEIVE A COMPLIMENTARY DEEP CONDITIONING TREATMENT AT YOUR NEXT APPOINTMENT.

THANK YOU FOR VIEWING AND SUPPORTING OUR CANCELLATION POLICY.

CONFIRMATION TEXTS

AS A COURTESY, WE WILL TEXT YOU TO CONFIRM YOUR SERVICE APPOINTMENTS PRIOR TO YOUR APPOINTMENT DATE. PLEASE UNDERSTAND IT IS YOUR RESPONSIBILITY TO REMEMBER YOUR APPOINTMENT DATES AND TIMES TO AVOID LATE ARRIVALS, MISSED APPOINTMENTS AND THE CANCELLATION FEE.