

## HAIR HOUSE CANCELLATION POLICY

YOUR APPOINTMENT IS VERY IMPORTANT TO US AT HAIR HOUSE. IT IS RESERVED ESPECIALLY FOR YOU. WE UNDERSTAND THAT SOMETIMES SCHEDULE ADJUSTMENTS ARE NECESSARY, THEREFORE WE REQUEST AT LEAST 24 HOUR 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 SERVICE TIME IS RESERVED ESPECIALLY FOR YOU, A CANCELLATION FEE WILL APPLY.

**FOR CANCELLATIONS WITHIN 24 HOURS AND NO SHOW APPOINTMENTS, A \$25 FEE WILL BE APPLIED TO YOUR NEXT SERVICE APPOINTMENT.**

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. THIS SYSTEM ALLOWS US TO REFRAIN FROM REQUIRING CREDIT CARD INFORMATION PRIOR TO BOOKING.

AS A COURTESY, WE SEND OUT A TEXT REMINDER 72 HOURS PRIOR TO YOUR APPOINTMENT, OFFERING YOU ENOUGH TIME TO RESCHEDULE BEFORE THE 24 HOUR MARK.

IN THE EVENT WE CANCEL ON YOU WITHIN 24 HOURS, YOU WILL RECEIVE A COMPLIMENTARY DEEP CONDITIONING TREATMENT AT YOUR NEXT APPOINTMENT.

*THANK YOU FOR VIEWING & SUPPORTING OUR CANCELLATION POLICY*