



## Claire Davies Hairdressing Ltd

### Cancellation Policy Details

Your appointments and time are important to us and we realise that, at times, circumstances may require you to either cancel or reschedule your salon visit.

We respectfully require at least 48 hours notice to cancel so that your stylist can refill your appointment space with another client. We sadly have experienced an increase in late cancellations & 'No Show' bookings at CDH.

You receive a 'Booking Reminder' text / email 2 days before your scheduled appointment. Please can you ensure that we have your correct mobile number & full details on your salon profile.

A cancellation or request to reschedule a booking less than 48 hours in advance means that we may not fill your appointment space & so will result in a loss of any deposit paid. Cancellations & rescheduled appointments without the above notice will incur a cancellation fee of 50% of the service. This fee is non – refundable & cannot be put towards any other future booking.

Clients are given a 10 min grace period. If you 'No Show' for an appointment we reserve the right to take full payment for the absent booking.

- A 50% deposit is taken for Colours and Hair Extension services. This will also be subject to our Salon Cancellation Policy.

Many thanks

CDH