



LATE CANCELLATION NO SHOW POLICY

100% of the appointment cost will be charged for late cancellations or not arriving for your appointment.

Customers must call at least **24-hours prior** to the scheduled time, cancellations or rescheduling of appointments within 24-hours of appointment will be considered a late cancellation.

We do understand that emergencies arise and that it may not always be possible to give such notice. Unfortunately due to the increased amount of late cancellations and no shows the Salon is unable to take on this cost, no exceptions to the Late Cancellation / No Show Policy will therefore be allowed.

Fees charged for late cancellations / no shows must be settled via PayFast or EFT before your next appointment. You will be informed via email of such charges.

Although the Salon assumes no responsibility for reminding customers of their appointments; an automated email confirmation of your booking on the day you book as well as a sms reminder the day before your appointment will be sent to you. If you do not receive this then your information may need to be updated on our system, kindly talk to our Booking Coordinators.

We thank you in advance for your understanding and support.

Lisa and Michelle 