

## CANCELLATION AND NO-SHOW POLICY

Your appointments are very special to us and are reserved especially for you. We understand that adjustments are part of life and therefore we respectfully request 24-48 hours notice for cancellation. 100% of the appointment cost will be charged for late cancellations or for not arriving to your scheduled appointment.

Clients are requested to call the salon at least 24-hours prior to the scheduled appointment time to reschedule. Cancellations or rescheduling of appointments within 24-hours of appointment will be considered a late cancellation and 100% cancellation/no-show fee will apply.

We do understand that emergencies arise and that it may not always be possible to give such notice. Unfortunately, due to the increased number of late cancellations and no shows, it is not sustainable for the salon to bear such costs. No exceptions to the Late Cancellation / No Show Policy will therefore be allowed.

Online bookings carry a 100% late cancellation / no-show fee due to the management, administrative costs and 3rd party fees associated with providing secured online payments. In the event of a missed appointment or no-show, the full treatment cost will be charged. Fees charged for late cancellations / no shows must be settled before your next appointment.

When you cancel an appointment within 24 hours, we miss the opportunity to fill the gap or offer the space to clients either on the waiting list or rearranging appointments in extended working hours. Our time is non refundable.

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 text 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.

We thank you in advance for your understanding and continued support.

– Paula and The Secrets Team x