



Update: May 18th, 2021

Cancellation Policy

Late cancellations and 'no shows' have a significant detrimental impact on our business and thus a Cancellation Policy will be introduced starting May 18th, 2021.

The Cancellation Policy relates to any cancellations, no shows or reschedules within 48 hours of the original appointment time. Specifically, there are:

0-24 hours - Cut only (\$50) Cut and/or Colour (\$100)

24-48 hours - Cut only (\$25)/ Cut and/or Colour (\$50)

Note: Any appointments rescheduled for the same day (pending availability) will not incur a charge.

eg. 1: A cut appointment for the following day which is rescheduled to later in the week would incur a \$50 charge.

eg. 2: A 4pm Thursday colour appointment cancelled on Tuesday at 5pm would incur a \$50 charge.

eg. 3: A 9am Saturday appointment able to be rescheduled for 12:30pm later on that same day would not incur a charge.

eg. 4: A 10am Tuesday morning cut/colour appointment is rescheduled for Wednesday 9am on the following day would incur a \$100 charge.

Although the Cancellation Policy only applies to changes to appointments within 48 hours, as a courtesy please be in touch as soon as you know so the slot can be offered to someone on the waiting list.

Charges can be paid via Internet banking or added to the next appointment.

Thank you for your understanding,

Kumiko Dixon