

APPOINTMENT POLICY

Cancellations - No-Shows – Turn Up Late

We will do our best not to cancel or re-arrange your appointments and to run on time. We really appreciate you doing the same.

We understand that sometimes you may have to cancel an appointment. Please give us as much time as possible, this gives us time to offer the appointment to others. Appointments cancelled at short notice (less than 48 hours) or if you don't turn up for an appointment, could involve a cancellation fee or a deposit/booking fee paid before we can book another appointment.

Turning up late, the time of the appointment booked is a verbal agreement between you and Arena Hairdressing. If you are running late, we will do our best to fit you in, but we may not be able to provide the full service, but you may still be charged.

We may reduce the service time to allow our next appointments to run as scheduled (we have clients who book in their lunch breaks or during school hours, and it's not fair for them that turn up on time for their appointment).

We provide a free text reminder service, so if you wish to receive a text reminder for the appointments booked in, please let us have your up-to-date mobile number. The text reminder will be sent 48 hours prior to your appointment, appointments made for the same day will not receive this reminder.

DEPOSITS/BOOKING FEE

A booking fee is to secure an appointment. The payment will depend on the service you wish to book. Reason we would ask for a deposit are:

- missed your last appointment with us; or
- a new client; or
- booking for an appointment lasting more than two hours, such as hair colour, or for a series of appointments; or
- if you cancelled previous appointments with less than 48 hours' notice

The booking fee will be taken when you book your appointment and will be taken off your bill when you pay for the service or treatment you are booked in for.

The booking fee will be fully refunded if you cancel and give us at least 48 hours' notice.

If you give us less than 48 hours' notice but we can fill the appointment, we will either refund the deposit or put it towards the cost of your next appointment.

When you pay the fee, you are agreeing to the services booked and the time is allocated to you in the diary, should you need to amend or cancel any part of the service you must contact us as soon as possible and no later than 48 hours prior to your appointment.

The amount you will be asked for will depend on the service, and the details below show how much.

1 service appointment such as dry cut, blow dry or cut and blow dry, you will be required to pay the full amount of that service.

2 or more services such as regrowth colour, foils, balayage or perm, you will be required to pay for the first part of the service, then the remaining amount on the day, and possibly along the fee for the next service.