

# Cancellation



## *Policy*

Here at Jayde & Co Hair Salon, we get you. We understand that life can be a real pain at times and that every now and then things don't work out as planned. That's why we love being flexible for you, so that if you need to change or cancel an appointment - you can!

To make life super easy for both you and us, we love to remain flexible while still having a few policies in place to ensure smooth sailing for you, and to ensure your appointment is relaxing and enjoyable. We greatly appreciate your support of our business and we will endeavour to provide the utmost professional service to you at every appointment.

1. For your ease, we offer text confirmation of your appointment which you will receive the day before. Please note: It is an automated system.

All no-show clients, and cancellations within 24 hours of the appointment may incur a 50% fee of the appointment booked.

2. If you're running late, we get that! We'll try our very best to work around it. However, we do run by appointment, and therefore late arrivals of 15 minutes or more may be unable to be serviced if it will affect other clients bookings, and if so, the cancellation policy will apply.

The 50% cancellation fee will be added to your account with Jayde & Co and will be required to be paid in full before another appointment can be scheduled.

3. We use our discretion, meaning no-show and late cancellation clients may be required to pay a deposit for future appointments at Jayde & Co Hair Salon. If there are numerous no-shows or last-minute cancellations, a future booking may be refused.

*Thank You*

*Jayde & Co*  
HAIR SALON

*Thanks for supporting our small business!*