



## **No-Show and cancellation Policy**

The Fubar team try their best to ensure we do not need to reschedule your appointments. Due to limited availability and the fast pace of the salon, we ask that you follow our policy should you need to cancel or reschedule your appointments. This helps to ensure the salon runs smoothly for all appointments and we can provide the best service possible.

This policy is based on **‘No-Shows & Late Cancellation Policy’** from **‘NHBF’**.

### **OUR CANCELLATION POLICY**

1. We understand that sometimes you may have to cancel an appointment. Please give us at least 48 hours' notice where possible. For colour or larger services we take a £20 deposit which will be deducted from the total price of your treatment.
2. For shorter services such as a cut and blow dry, we would not usually require a deposit. If you cancel or do not attend your original appointment, we may require a discretionary deposit when rebooking your appointment.
3. We will take your payment at the time of booking an appointment with us.
4. If you need to cancel, please give us a call. We understand that you may need to cancel outside of salon hours. If this is the case, please contact us using the appointment/enquiry section of our website.

### **PAYMENT DETAILS**

Before we take your payment details to cover a cancellation charge or a deposit or advance payment, we will confirm:

- The service or treatment you have booked.
- The salon/barbershop or business name, location and contact details.
- The total price (including any taxes) of the service or treatment booked or how the price will be calculated if an exact price cannot be given.
- The time and date of the appointment.

### **DEPOSITS**

A deposit of £20 from the cost of your service or treatment will be charged if you:

- missed your last appointment with us
- are having a large service such as a colour

The deposit will be taken when you book your appointment and will be taken off your bill when you pay for the service or treatment you have received. The deposit will be fully refunded if you cancel, as long as you give us at least 48 hours notice.

The deposit will be fully refunded if a service or treatment is unsuitable for you or cannot be provided for any reason.

## **KEEPING TO TIME**

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 or treatment. If this is the case, we may ask if you are able to return at a later time or date. This is to ensure our other clients' appointments are not impacted. We ask that you call ahead if you know you will be late.

**Policy updated 08.07.2024**

**Ella Neeson**

**Owner & Co Director**

**Fubar hair collective**