

Cancellation & Lateness

The Short, The Quick and The Trimmed Down Version ...

HOW TO CANCEL AN APPOINTMENT

Call our reservations line 01491 575247. Speaking to one of our team is normally the fastest way to action an appointment change

FEES

Appointments cancelled within 48 hours or for which guests have failed to attend "may incur a charge of 50% - 70% of the service amount.

GROUP BOOKING CANCELLATIONS

Group bookings of three (3) or more people require a notice period of 72 hours (3 days). For each guest that fails to show without required notice a charge of 50% of the service amount will be incurred. This may result in the loss of any deposit money paid.

LAST MINUTE BOOKINGS

If the time between making the booking and attending the appointment is within 48 hours of the appointment then the booking may instead be cancelled or modified at least 4 hours prior to the appointment time in order to avoid a charge of 50% of the service amount.

LATENESS

Late arrival may incur service changes to your appointment in order to deliver a service within the remaining time.

No-Show

Lateness of 15 minutes or more into your scheduled appointment time is considered a "No-Show" and may be charged up to 75% of the service cost.

THE SALON OF CHI

16 READING ROAD | HENLEY-ON-THAMES | OXON | RG9 1AG

Appointment Cancellation & Lateness Details

Dear Guest

The Salon Of Chi understands that sometimes schedules change and requests at least 48 hours notice when cancelling or rescheduling your appointment.

48 HOUR NOTICE HELPS US TO PAY IT FORWARD

Your appointments are very important to the team members at The Salon Of Chi. Your appointment is reserved especially for you and, while we understand that sometimes schedule adjustments are necessary, we respectfully request at least 48 hours' notice for cancellations. The background work to filling an appointment can sometimes take weeks if not months. By requesting 48 hours notice we are asking for a better chance to refill an appointment you have relinquished.

When you forget or cancel your appointment without enough notice, we may miss the opportunity to fill the vacant time, and any guests on our waiting list may miss the opportunity to receive services that become available.

CANCELLATION FEES

Since the services are reserved for you personally, a cancellation fee may apply if you fail to give at least 48 hours' notice that you are unable to attend.

- Less than 48 hours' notice charge equal to 50% of the reserved service amount.
- 'No shows' without notification charged 70% of the service amount.
- For appointments made within the 24 hour period, if you cannot attend, please cancel within 4 hours of your appointment time. Failure to do so will result in a charge equal to 50% of the reserved service amount.

The cancellation process gives us time to inform other guests of any recent availability changes and keeps our team members' schedules filled. Our aim is to provide you with an excellent level of service and our processes like this one help us to achieve this. Thank you for viewing and supporting our approach to responsibly managing services.

HOW TO CANCEL AN APPOINTMENT

Call our reservations line 01491 575247. We have a 24 hour a day answering service if you cannot get to speak directly with one of our team then please leave a voice message clearly stating your name, date and time of the appointment and that you wish to cancel. If you choose to email please call to check we have received it. Our team may call you back to confirm.

LATENESS

When booking your appointment, we allocate an average service duration time. We understand that each person is not an identical service but lateness can adversely affect our available time to address your

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individual concerns. While for some this is easily accommodated there can be scenarios where this does create a problem to successful completion of the service.

Please note that if you are over 15 minutes late for your appointment, we may have to reschedule your service if it cannot be completed or adjusted to complete in the remaining time frame. We may attempt to alter the service or approach to create a better fit of remaining time. If this is not suitable, all attempts to reschedule in a timely manner will be made.

If we do not hear from you 15 or more minutes into your scheduled appointment time it is considered a "No-Show" and will be charged up to 75% of the service cost.

APPOINTMENT CONFIRMATION EMAIL

As a courtesy, we will confirm your appointment by email (within 24 hours). However, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals or missed appointments.

Thank you for your understanding,

all the team

THE SALON OF CHI