

THE SALON OF CHI

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

Booking Management

Cancellations,
Rescheduling,
Deposits,
Allergy Tests,
Lateness
& No-Show Policies

The Short, The Quick, & The Trimmed Version

BOOKING APPOINTMENTS

- **Book** through our website, phone, or in-person at the salon.
- **Deposits** may be required to secure your appointment. This deposit can be applied towards the total cost of your service. Deposits may be forfeited for no-show's or late cancellations or late rescheduling requests.
- **Allergy Alert Tests [AAT]** is required to be "Completed and in-date" for all Colour Services. Please check if you require a new one or an updated one. These are valid for 6 months before requiring renewal. We reserve the right to refuse services without a valid AAT in place.

HOW TO CANCEL AN APPOINTMENT

Please give us at least 48 hours Notice to avoid charges. Your appointment can be managed either

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Online – via the booking portal on our website and is normally the fastest way to action a cancellation. You can also rebook at a different date/time

Telephone - Call 01491 575247. If no one is available to speak with you please leave a message with your name, telephone number and details of the appointment you wish to change or cancel.

Email – enquire@chisalon.co.uk. Send us details of the appointment changes you require.

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The more detailed and relaxed version. But first a word from your friendly ethical salon in Henley On Thames since 2006.

"We value every customer and every one of our team, past, present and future. Each has helped make us the successfully, in-demand salon we are today. With these gratitude's in mind, what follows is an attempt to communicate some of the policies and processes visitors encounter before, during and even after your visit.

However, if anything sounds a tad confusing just give us a call and have a chat. We will do our best to relate how these approaches may work in your particular instance."

Appointment Cancellations, Rescheduling, Allergy Tests, Deposits & Lateness

Dear Guest

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

48 HOUR NOTICE HELPS US TO PAY IT FORWARD

Your appointments are very important to us. They are the backbone of our business and essential to our survival in these challenging times. 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 all cancellations.

The background work to filling an appointment can sometimes take weeks if not months. In our case our reputation is such a massive reason why people are drawn to us and we've been in Henley since 2006. By requesting 48 hours' notice we are asking for a better chance to refill any appointment relinquished.

When an appointment is cancelled 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.

DEPOSITS

We have introduced deposits to protect our services and our team who commit to honouring a reservation and preparing for your service within expected modes of operation. It also serves in creating a higher level of assurance for our guests.

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A deposit may be charged at 20-50% of the appointment charge. The deposit amount will be a minimum of £30.

A deposit may be required to secure your booking. You will be notified at the time of booking whether online or in person.

If you haven't paid the required deposit 48 hours prior to your appointment, your booking will be automatically cancelled. In some cases it may be possible to make a provisional booking where a deposit notification may be sent later to confirm the appointment. These may be cancelled without notice if a deposit has not been received in time.

Deposits are non-refundable for cancellations or date changes made within less than 48 hours of the appointment time or for no-shows.

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 up to 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.

RESCHEDULING

Please give us at least 48 hours notice of any rescheduling requirements. In these circumstances we will protect your deposit and move it over to the new appointment date or time. Less than 48 hours' notice may incur a cancellation fee or forfeit of the deposit.

If rescheduling due to lateness is the preferred option, any deposit paid is forfeited and a new deposit required to secure the new date / time

We will do our best to accommodate rescheduling requests, but availability may be limited.

If unforeseen circumstances on our part require us to reschedule your appointment your deposit remains protected for you.

We will also do our best to keep you updated with progress on the day and any changes of more than 15 minutes. For instance, we may contact you if opportunities to begin a little earlier than expected arise. Or even pre warn you that a delay of more than 15 min may be likely.

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HOW TO CANCEL AN APPOINTMENT

You can manage your appointment at any time via the booking portal on our website. This is available 24 hours a day.

In the event you would like to speak with us. Call 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, telephone number, date and time of the appointment and that you wish to cancel. We will use these details to match the appointment we have on record.

If you choose to email our team may action the email request without further notice.

LATENESS

When booking your appointment, we try our best to allocate adequate service duration time, while also being efficient in utilising the time of our team. We understand that each person is not an identical service but lateness can adversely affect our available time to address individual requirements. While for some this is easily accommodated there can be scenarios where this may necessitate a revision to the planned service. For this reason, each instance is dealt with on a case by case basis.

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 are unable to offer an acceptable reduced service and re-scheduling is the chosen option, the deposit paid is forfeit and anew deposit required to secure the new appointment date/time

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.

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.

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. No—Show appointments forfeit any deposits paid.

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.

Allergy Alert Test [AAT] Requirement:

New guests booking technical hair colouring services using products containing dye or chemicals, are required to undergo an Allergy Alert Test [AAT]. This is repeated every six months.

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Guests who fail to arrange or attend the AAT as required may have their hair treatment appointment cancelled or rescheduled without notice. Any deposit paid will be forfeited in these circumstances.

The Salon Of Chi reserves the right to refuse to perform certain hair treatments on individuals who have not completed the necessary Allergy Alert Test. This is both to protect the salon and the individual.

- The AAT involves applying a small amount of the hair treatment product behind your ear or on a small patch of skin on your arm.
- You will need to leave the patch test area untouched for a specified period, typically 2-5 days, to monitor for any allergic reactions.
- Please ensure to add an Alert Alert Test appointment to your booking
- The AAT must be performed no sooner than 2 days before the scheduled appointment and no later than 5 days before the appointment. Existing clients who have not completed an AAT at our salon within the last six months are required to undergo a new AAT
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- **Reasons why AAT is important**
 - We are directed by our insurance companies' requirements for providing protection to our business our team and our guests. By adhering to this we insure everyone has the best protection.
 - Even people who have experienced many years of trouble-free services, can develop changes in immune system reactions over-time. Hence it is prudent to undergo regular checks.
 - It's just good practice to know that your salon, your team and your hair are all on the same page. While severe reactions are rare. No-one wants to be that one statistic.

AAT Waivers

Unfortunately, we are advised that no current structure of waiver would adequately protect all those concerned. For this reason, it is not something we currently offer. *[we are viewed as the "Qualified Professional" and in these circumstances we are charged with responsibility to both the administering of the test and checking for any indications that might pose a risk. By adhering to this we hope to provide a comprehensive level of protection.]*

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.

If you have not received a confirmation email your booking may not be complete and your requested date or time may not be currently reserved. Please contact us to confirm your appointment status.

The confirmation will also remind you of the cancellation, rescheduling, AAT and deposit policy so you are fully informed and reminded.

SUPPORTING

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As part of being an ethical business, we try to remind ourselves that unforeseen events and unexpected situations may arise and that some of these can be highly sensitive. Please contact us as soon as possible if you encounter such circumstances, and we will do our best to find a workable way forward.

In addition we will make efforts to ensure that this information is available at various points in the booking process to help you manage your reservation

BOOKING REMINDERS

72 Hours prior to an appointment you will receive a booking reminder email. And second reminder may be sent within 24 hours of your appointment. This is our way of providing helpful reminders of your approaching appointment at a time when you can still take action to avoid fees for cancellations, rescheduling or even avoid any potential No-Show.

Thank you for your understanding,

all the team

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CONSCIOUS - QUALITY - CRAFT