## SUGGESTED WORDING FOR BOOKING FEE AND CANCELLATION

### OPTION ONE

We understand how busy life can be and how last-minute changes can affect your daily routine. We do ask that you be mindful that (salon name) is a busy salon that works strictly with an appointment scheduled and we rely on our clients turning up for their appointments.

When you don’t attend your appointment or don’t give us sufficient notice that you are unable to attend, that also means that we have missed the opportunity to service other clients because that time was allocated specifically to you.

To ensure we can offer the best service to all of our valued clients, we have in place the following salon policies. We may use our discretion and waive or relax the policy where we deem necessary if the cancellation is due to an unforeseen circumstance or emergency.

We greatly appreciate your support of our salon and we will promise to provide the utmost professional service to you with every visit.

* All new clients will be required to leave a $xxx or % of the service as a booking fee to secure their first appointment which will then be deducted from the cost of your booked appointment.
* All beauty services, massage and treatment package clients require xxx% booking fee.
* All clients will be sent a confirmation SMS XXXX days before their appointment. Please be courteous enough to reply promptly.

### OPTION TWO

* GUIDE TO CANCELLATION POLICY
* (salon name) has an xxx hour cancellation policy in place.
* We ask as a courtesy for at least xxx hours’ notice of a cancellation or reschedule of appointment, so we have time to allocate the appointment to another client.
* Cancelled, rescheduled or no shows, under the xxx-hour period, will be charged (insert your $ fee or %).
* We send out a reminder text xxx hrs before your appointment; please use this as an opportunity to make any necessary changes to your appointment.
* We hope you are able to be understanding and respectful of this policy so we are able to provide the best service to our clients, and thrive as a small business.

### OPTION THREE

* All new clients are required to leave a $xxx service booking fee to secure their first appointment, which will be deducted from the cost of the actual appointment. This will be taken by way of providing a credit card over the phone and will be processed when you are making your appointment. Please note: We do not hold your credit card details.
* Our online booking service has a feature to allow you to securely leave your credit card.
* No show clients and late cancellations within xxx hours will result in the loss of the booking fee that was paid.

### OPTION FOUR

We thank you for your understanding and cooperation in following our cancellation policy.

**Booking Fee**

At the time of making a booking, a $xxx booking fee will be taken and held to secure your appointment. Should your service be less than $xxx in value, a booking fee of 20% of the service fee will be held to secure your appointment.

**Cancellations**

Should you need to cancel your appointment, in consideration for other clients who are wanting to secure an appointment we ask you to please do this as soon as possible. Cancellations made within xxx hours of the scheduled appointment time will result in the forfeit of the booking fee.

**No-Shows**

No Shows for an appointment will result in you losing your $xxx booking fee. Multiple no shows may require you to make full payment of your booked service in order to secure an appointment.

**Exceptions**

We understand that accidents happen, people get sick and/or emergencies occur and we will do our best to accommodate these rare occasions.  We do however keep record of any reoccurances of these events as our goal is to be preventative of consistent last-minute cancellations or no-shows, and as such, to protect and accommodate our valued clients.

### OPTION FIVE

When you book an appointment with (Salon name) we set that time aside just for you.

If you cancel with late notice it impacts us significantly and inconveniences the many other clients that have been turned away because we are fully booked.

We require a minimum of xxx hours’ notice if you wish to cancel or reschedule your appointment. To secure your appointment, we require a $xxx booking fee that will be deducted from your service on the day of your appointment.

If a cancellation is made with more than xxx hours’ notice and you are not rescheduling to another appointment, a full refund of the $xxxx will be made to you.

If a cancellation is made with less than XXXX hours’ notice you will forfeit your $xxx booking fee. If you do not show for your appointment you will forfeit your $xx booking fee and we will record this on your client history for future reference.

To be asked to leave a booking fee to secure an appointment or reservation at any busy business is now standard practice. Thank you for understanding why we also need to implement these policies.

### The difference between a booking fee/deposit

People perceive a deposit as refundable, as it is for a “service” that may be untaken so if they don’t show, the service hasn’t been performed, therefore the deposit is refundable, whereas if they are paying a “booking fee” it is to hold a time slot, therefore non-refundable.