

# CANCELLATION POLICY

Your appointments are very important to Salon Envy. They are reserved especially for you. We understand that sometimes schedule adjustments are necessary; therefore, we respectfully request at least 24-36 hours notice for cancellations.

Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services. Our appointments are confirmed 48 hours in advance via email because we know how easy it is to forget an appointment you booked months ago. Since the services are reserved for you personally, a cancellation fee will apply. We may be asking for a credit card to have on file.

A less than 36 hour notice for hair color services and 24 hours for cuts or blowouts will result in a charge equal to 50% of the reserved service amount. However, you may reschedule your appointment within 5 business days and the fee will not apply.  
“NO SHOWS” will be charged 100% of the reserved service amount.

Appointments made within a 24 hour period and need to cancel, the client then must cancel within 4 hours of appointment time or will result in a charge equal to 50% of the reserved service amount.

Multiple services not cancelled 24-36 hours in advance will be charged 100% of the reserved service amount. 50% of your multiple services may be charged to your credit card to reserve the appointment time.

This cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our schedule filled, thus better serving everyone. Salon Envy policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele. Thank you for viewing and supporting our policies criteria.

## CONFIRMATION EMAILS & TEXTS

As a courtesy, we will EMAIL and TEXT you to confirm your service appointments prior to your appointment date. Please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

## CLIENTS RECEIVE DISCOUNTS WHEN SALON CANCELS

Salon Envy stands by our policies. We feel that it is only fair that we honor the same policies to our clients. If for any reason the salon has to cancel on a client less than 24 hours of the appointment scheduled; we will honor 50% off on your next service. But, if the cancellation is due to situations that are out of our hands such as power outage, snow storms, unfortunate incidence, etc... that requires the salon to be closed during regular business hours, we would gladly reschedule your appointment. The 50% discount will not apply.