

HEAD OFFICE HAIR SUITE – CANCELLATION/LATE/ NO-SHOW POLICY -

We kindly ask that all clients respect our time and our team by giving adequate notice if you need to cancel or reschedule your appointment.

Cancellation & Rescheduling Timeframes

- **48 hours' notice** is required for all colour, extension, chemical, up styling and longer appointments (2 hours+)
- **24 hours' notice** is required for all cutting/ styling and shorter appointments (<1 hour or less)

Late Cancellations & No-Shows

Appointments cancelled outside the required notice period will incur a **cancellation fee** of 50% of the total appointment cost. No-shows will be charged **100% of the booked service** Fees must be paid in full before re-booking

Deposits

Some services require a **deposit to be paid at the time of booking**, which will be deducted from your service on the day. Deposits are **non-refundable** if cancellation occurs outside the notice period. Deposits will be credited to future appointments when adequate notice is given.

We Get That Life Happens

If something unexpected comes up, please contact us as soon as possible. We understand that life happens and sometimes circumstances change and appointments may need to be cancelled or rescheduled. Deposits will be credited to future appointments when adequate notice is given. Late cancellation/ Rescheduling fees apply outside of the notice period listed above.

By booking an appointment with Head Office Hair Suite, you agree to this cancellation policy.

Head Office Hair Suite reserves the right to amend policies, pricing, and procedures at any time without notice.