

## **Hair by JFK**

**1 Bruntsfield Place, EH10 4HN  
8 South Clerk Street, EH8 9JE**



## **Cancellation Policy**

If you wish to cancel your appointment, we require a notice period of 48 hours. Any clients who cancel their appointments within the 48 hour period will be required to pay a 50% deposit for their next appointment. Deposits are fully refundable when at least 48 hours notice has been given.

For any appointments made within the 48 hour period prior to the appointment, we will require notice of cancellation at least 4 hours before the appointment time. If your appointment is first thing in the morning there will not be any staff available to take a call 4 hours before the appointment. In this instance we will happily accept any messages left on our voicemail, messages sent via the contact form on our website, or messages sent to us via Facebook.

If a client does not show up for their appointment, and has not provided us with any notice, then we will request the full payment for the appointment space. If the appointment has been booked via our online booking portal on our website, we will process the no-show charge at the full price of the service. For clients who have not booked through the online portal but do not show up for their appointment, we will require a 50% deposit paid in advance for another appointment.

We send out email reminders 2 days in advance of appointments, however if a client chooses not to provide us with their email address then it is the responsibility of the client to ensure they remember their appointment time. We will always take any unforeseen circumstances into account, and encourage our clients to rebook rather than cancel the appointment to ensure they do not incur a charge.