

# Be Beautiful HAIR & BEAUTY

## CANCELLATION POLICY

### MAKING A CHANGE TO YOUR BOOKING

You may make changes to the date and time of your booking at any time without charge, providing you do so within a 24 hour period. Failure to provide 24 hours notice will result in a 50% charge of your total treatment amount. To change a booking please contact me on 07841 837600.

### CANCELLING YOUR BOOKING

I totally understand that life happens and sometimes you cannot avoid cancelling an appointment last minute. For that reason it is at my discretion as the business owner regarding the below policy on charging.

You may cancel your booking at any time without charge providing you do so within 24 hours or more before the date and time of your treatment. To cancel a booking, contact me on 07841 837600.

### CANCELLATION CHARGES

If you cancel your appointment prior to 24 hours, then no cancellation fee will apply. If you cancel after the 24 hours and I'm unable to fill your appointment, then a 100% of the treatment cost would apply.

If you repeatedly\* cancel your appointments within a 24 hour period or less then I will only take a booking from you if a non-refundable booking fee, 50% of your treatment cost is paid prior to your appointment. Once your booking fee has been paid, your appointment will then be confirmed.

\*(more than 2 times in 2 months)

### NON REFUNDABLE BOOKING FEES

If you need to move your appointment then that is totally fine, but I do ask for 24 hours notice to be given. If you cancel within this time frame, then your booking fee can be used against another booking or can be refunded if you choose not to rebook.

If you cancel after the notice period, the fee unfortunately will be forfeited and a new booking fee will need to be paid to secure another appointment with me.

If part of a booking is cancelled or changed after arrival and you no longer want all of your treatments that you have booked in your appointment time slot, please be aware that the above cancellation policy still applies. 24 hours notice is required to cancel one or more of your treatments or you may be charged 50% of the cancelled treatment(s), even if you made the appointment time for the other requested treatments.

### CANCELLING TREATMENTS THAT ARE PART OF COURSE PACKAGES

Course packages with appointments missed or late cancellations, will automatically be deducted from course records and not be refunded.