**Salty Hair Cancellation Policy**

**Cancellation Policy**

We require 24 hours notice for cancellation of your scheduled services in order to avoid a late cancellation fee, clients cancelling with less than 24 hours of your scheduled appointment will be required to pay 50% of the services reserved in order to continue booking services at Salty Hair Salon.

If you have booked your appointment with less than 24 hours between your booking time and scheduled appointment you are required to cancel 3 hours before your service start time to avoid the late cancellation fee.

Appointments booked with less than 3 hours of time between when the appointment was made, and when the appointment was scheduled to take place are not subject to this policy. While there is no fee applied for these cancellations, you may be required to leave a credit card on file in order to book future appointments if this happens more than once.

**Please note that cancellations can only be made through online booking, the Mindbody app or through calling the salon. We DO NOT accept cancellations by email.**

**Late Arrivals**

If you think you may be late for your appointment, please call the salon and let us know. We will call any late clients 5 minutes into their scheduled start time, but if we have not been able to contact you, your appointment time may be reopened and/or given away. If you show up late for your appointment your services may be altered to fit the remaining time. If this happens you will still be responsible for the full amount of the services booked.

**No Shows**

If you do not show up for your scheduled appointments, without contacting the salon to cancel, you will be subject to pay the **FULL AMOUNT** of the services reserved. You will be also be required to have a credit card on file to secure any future bookings. Please note that to cancel your appointments during Salty Hair Salon opened hours, we do require a phone call in order to late cancel your appointments.

Clients who no show on more than one occasion will be required to pay in full before any appointments are booked.

**Services**

We have a no refund policy on services completed at our salon. We offer complimentary fixes within 7 days of the service completion pending management approval.

**Products**

Unused/unopened retail products/tools may be refunded within 7 days of purchase. We offer an exchange or salon credit for up to 14 days. Used products and tools may only be exchanged or credited, pending management approval.

**Lengthy + Multiple services**

Any bookings spanning longer than 3 hours, or group bookings for 3 people or more must be secured by having a valid credit card attached to your Salty Hair Salon client account. In event of late cancellations or no shows the credit card will be charged as outlined in our policies above.

For clients who do not wish to place a credit card on their file, there is the option to come into the salon and pay a 40% deposit on the appointments you wish to book.