

[Salon Name] Appointment & Cancellation Policy

Welcome to [Salon Name]! To ensure the best experience for all our guests and our team, please review our salon policies:

1. **Booking & Deposits**

All appointments must be booked online or through our front desk. A deposit of [X]% is required for all services over \$[amount].

2. **Cancellations**

We require at least **24 hours' notice** for standard appointments and **48 hours' notice** for group or specialty services. Cancellations within the notice period may be subject to a **50% cancellation fee**. No-shows will be charged the full amount.

3. **Late Arrivals**

We offer a **10-minute grace period**. After this, your appointment may be shortened or canceled. No-shows apply after 15 minutes.

4. **Rescheduling**

You may reschedule through our online booking portal up to the cancellation window without penalty.

5. **Health & Safety**

We reserve the right to refuse service to anyone exhibiting symptoms of illness or unsafe behavior. Please inform us in advance if you are unwell.

6. **Communication**

Clients will receive appointment confirmations and reminders via email and/or SMS. By booking, you agree to these policies.