



# Hello, beautiful!



Your time is valuable and so is ours.

We are a service-based business, and we have designed these policies to ensure we can service as many of our beautiful clients as possible - minimising no shows and being able to offer last minute appointment to those on our waiting list.

Please see the new details below and we look forward to seeing you in the salon soon.

## Appointment deposits

all appointments will require a 50% deposit, except for blow dries. These will require a full payment upfront.

Any cancellations or rescheduling of appointments must be given within 48hrs of booking to avoid forfeiting the deposit.

## Appointment reminders

We will email you 1 week prior to your appointment with a friendly reminder. We will send a confirmation SMS to you 72hrs before your appointment. This SMS requires a response from you within 24 hours. If you don't reply Y or N then your appointment will be cancelled automatically by our system.

## Rescheduling appointments

Our salon system has been updated and we can no longer receive rescheduling requests via text.

If you need to reschedule, please leave a message on 02 9529 7889 or book online at [www.blownawayhair.com.au/request-an-appointment/](http://www.blownawayhair.com.au/request-an-appointment/)

## How to book online

Carefully select all the services you would like to book. If you arrive to your appointment and decide you no longer want all services booked, this will be treated as a 'no show' and you will be charged 50% of the value of the services.

If you are not having a hair cut, please remember to select a blow dry option with your colour or treatment service.

If you are unsure about your online booking, please leave us a message in the 'notes' when finalising your booking. We will give you a call to discuss.

If you would like a tutorial on how to book online, please chat to one of our stylists when you are next in the salon. We would love to help you!

## Arriving late

Please consider traffic & parking conditions so that you arrive on time to your appointment. If you arrive late your appointment it may be cancelled and charged in full as a cancellation OR it may result in less services carried out than requested but charged at the full amount.

Thank you for your patience and understanding. Stay safe!

*Team Blown Away Hair Spa xx*