



C&Co Hair Salon Cancellation Policy

At C&CO Hair Salon, we understand that life can sometimes be unpredictable, and schedules can change. To ensure fairness for both our clients and our team, we kindly request the following when cancelling or rescheduling appointments:

1. Cancellation Notice:

We require at least 48 hours notice to cancel or reschedule your appointment. This allows us to offer your time slot to other clients.

For group bookings of four or more people, a notice period of 72 hours (3 days) is required.

2. Deposit & Charges:

A deposit is required to secure your appointment.

Appointments cancelled with less than 48 hours' notice or where clients fail to show up (No-Show) will incur a 30% charge of the service amount.

If your appointment was made within 48 hours of the scheduled time, your deposit is non refundable and you will need to pay to re - book your next appointment and any outstanding fees.

For group bookings, the same 30% charge will be applied for each guest who cancels late or does not show up.

3. Late Arrivals:

Please be punctual for your appointment. If you are more than 10 minutes late, we may need to reschedule your service if it cannot be completed in the remaining time.

If we do not hear from you within 15 minutes of your scheduled time, your appointment will be considered a No-Show, and the deposit will be forfeited.


4. Grace Period:


We understand that unexpected situations can arise. Each of our Regular clients is granted one grace appointment per year for last-minute cancellations, scheduling changes, or No-Shows without incurring a penalty.


5. Contact Us:

If you have any questions or need assistance with your booking, please contact us at 01933 678900.

Thank you for choosing C&CO Hair Salon. We value your time and look forward to seeing you at your next appointment!

 01933 678900

 info@candcohairsalon.co.uk

 www.candcohairsalon.co.uk