**Cancellation Policy**

At SIX Hairdressing, we deeply value the relationships we build with our clients and understand that sometimes, life happens, and plans change. However, as a small business, last-minute cancellations or missed appointments can have a significant impact on our livelihood. To ensure that we can continue to provide you with the best possible service, we kindly ask you to adhere to our cancellation policy outlined below.

**Cancellation Notice:**

* We require a minimum of **48 hours' notice** for any cancellations or rescheduling of appointments. During the months of November and December, **72 hours' notice** is required.
* Notice must be given during our opening hours by calling us directly at **0121 413 3957**. Unfortunately, we cannot accept cancellations or rescheduling requests via text message or voicemail, as we cannot guarantee that these messages will be received in time.

**Cancellation Fees:**

* **48-hour Notice:** If you cancel within 48 - 24 hours' notice, a **£50.00 fee** will apply for any colour appointments, and a **£20.00 fee** will apply for any styling appointments.
* **24-hour Notice:** If you cancel within 24 hours of your appointment, **50% of the booking total** will be charged.
* **Same-Day Cancellation:** If you cancel on the day of your appointment, **100% of the booking total** will be charged.

**No-Shows:**

* If you do not show up for your appointment without prior notice, you will be required to pay **100% of the booking total** before any future appointments can be made.

**Late Arrivals:**

* If you arrive late and we are unable to carry out your appointment, you will be charged **50% of the booking total**.

**Future Bookings:**

* To secure your future appointments after a late cancellation, no-show, or late arrival, you will be required to pay any outstanding fees before booking. Additionally, a **50% deposit** will be required for all future bookings.

We understand that this policy may feel strict, but it is in place to protect our small business and ensure that we can continue offering you the best service. We thank you for your understanding and cooperation. Should you have any questions or concerns, please don’t hesitate to contact us.

Thank you for choosing SIX Hairdressing. We look forward to seeing you at your next appointment!