

□ **Alfredo Hair Care Solution**

❖ Cancellation Policy!

- Your appointments are very important to the Stylist's team members at Alfredo Hair Care Solutions. Your appointment is reserved especially for you, we understand that sometimes schedules adjustments are necessary; therefore, we respectfully request at least 8 hours notice for cancellations.
 - Please understand that when you forget or cancel your appointment without giving enough notice, we miss the opportunity to fill that appointment time, and clients on our waiting list miss the opportunity to receive services.
 - Our appointments are confirmed 24 hours in advance by a mobile Text because we know how easy it is to forget an appointment you would book months ago. Since the services are reserved for you personally, a NO CANCELLATION fee will APPLY; therefore, we respectfully request at least 8 hours notice for cancellations.
 - Less than 4 hour notice will result in a charge equal to 50% of the reserved service amount.
- “NO SHOWS” will be charged 100% of the reserved service amount.
- Appointments made within the 8-hour period and need to be cancelled, if cancelled less than the 4 hours period will result in a charge equal to 50% of the reserved service amount.
 - Any multiple services or combos must be held with a credit card. Multiple services or combos not cancelled 24hours in advance will be charged 100% of the reserved service amount. A credit card "HOLD" transaction maybe made on your credit card to reserve the appointment time.
 - The cancellation policy allows us the time to inform our standby guests of any availability, as well as keeping our team members scheduled filled, thus better serving everyone. Alfredo Hair Care Solution policies are presented and provided in the best quality and tradition of excellent servicing for our established and future clientele. Thank you for viewing and supporting our policies criteria.

□ **CONFIRMATION CALLS**

- As a courtesy, we will Text/email and confirm your service appointments 24hrs prior to your appointment date. By making your own appointment on line, you will receive a confirmation email straight away (from this email you self control your appointment for: cancellation or reschedule to any other time or date. You want be able to make alteration to your appointment, if it falls short than the 4 hrs period). If you provide a mobile number, you will receive a text reminder 24 hrs before appointment time. If you need to cancel and are unable to reach us, you can leave a message on a 24 answering machine or e-mail reception at: reception@alfredoservices.co.uk, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.