

# Sincil Salon Cancellation Policy

At Sincil Salon, we understand that sometimes plans change and you may need to cancel or reschedule your appointment. Our cancellation policy is in place to ensure fairness to both our clients and our team.

## Appointment Cancellations

- We kindly request at least 24 hours' notice for any cancellations or changes to your appointment.
- Cancellations made less than 24 hours in advance may be subject to a 50% cancellation fee of the scheduled service cost.
- No-shows or same-day cancellations will be charged 100% of the service cost.

## Running Late?

- If you are running late, please call us as soon as possible.
- Arriving more than 15 minutes late may result in your appointment being rescheduled and a late cancellation fee applied, depending on stylist availability.

## Booking Deposits

- For certain services, a deposit may be required at the time of booking. This will be deducted from your final bill.
- Deposits are non-refundable if the appointment is cancelled with less than 24 hours notice or if you do not attend.

## How to Cancel or Reschedule

- You can cancel or reschedule by calling us on 01522 527777, messaging us on social media, or using our online booking system.

## Respecting Everyones Time

Late cancellations and no-shows impact our team and other clients who are waiting for an appointment. By respecting our policy, you help us run an efficient and fair service for all.

Thank you for your understanding and support.

The Sincil Salon Team