



## Diverse Beauty Ltd

### **Diverse Beauty Ltd Company Policy - Dated 1<sup>st</sup> November 2013**

#### **Cancellations / Amendments to appointments.**

To cancel any evening (after 5pm) or weekend (Saturday) appointments we request that you give us 48 hours notice before your scheduled appointment. Monday to Friday daytime appointment cancellations must have at least 24 hours of notice before your scheduled appointment if you do not provide the required notice or do not attend your appointment you will forfeit your deposit.

For any amendments to your scheduled booking(s) with less than 48 hours notice for evening or weekend appointments and less than 24 hours notice for any Monday to Friday daytime appointments will be subject to the discretion of the salon depending on the treatment and the time that is needed to perform the treatment you may incur a forfeit of deposit.

As we send a text message and an email to confirm your appointment we will not accept Forgotten Appointment as a reasonable excuse for not showing up to your appointment(s). It is your responsibility to update the salon with your contact details if you change address, email address or telephone number.