

# Deposit and Cancellation Policy

When you book an appointment with Roots, unlike other salons, we set that time and stylist aside just for you.

In order to secure your appointment, we may require a 50% deposit to be paid at the time of booking.

We require a minimum of 24hrs notice if you wish to cancel or re-schedule your appointment.

The deposit may be paid by Credit Card over the phone or Credit Card, EFTPOS, PayPal or Cash in the salon and is held against your booking as a credit towards that appointment.

- If a cancellation is made with more than 24 hours notice, the deposited is refunded or forwarded to the new appointment time.
- If a cancellation is made with less than 24 hours noticed, the deposit is forfeited as a late cancellation fee.
- If you simply do not show up to a booked appointment, the deposit is forfeited as a no-show fee and you may not be able make any future appointments without payment in FULL at the time of booking.
- If a booking is held with a Gift Voucher, and has a late cancellation, 50% of the Gift Voucher value is forfeited.
- In the case of a Gift Voucher no-show, 100% is forfeited.
- Clients who provide less than 24 hours notice are welcome to send someone else in their place to have the booked service(s) or something similar of allocated time to avoid losing their deposit.
- As a part of the ongoing service we provide to you, you will receive appointment reminders by email, phone or SMS, we provide this as a courtesy and expect the same of you with a reply.
- By not confirming your appointment we reserve the right to offer your appointment time to someone else

If you cancel with late notice or simply do not show up at all, it impacts on us significantly and inconveniences the many other clients that have been turned away because we were fully booked.

We in turn will reduce your appointment cost by 50% if we need to cancel your appointment with less than 24hrs notice (due to staff illness etc.) – After all, it's only fair that we do for you what we ask you to do for us!

Booking an appointment is acceptance of this cancellation policy, therefore please be certain that you have reviewed and are in agreement to these terms.