



Cancellation / Booking conditions

By booking an appointment with Collective Hair & Make Up you are agreeing to our cancellation policy.

We do, of course understand that unavoidable issues may come up and we will work with you in case of an emergency, however last-minute cancellations or no-shows will be charged a cancellation fee each time.

Here is a breakdown of our cancellation fees:

Cancellations made outside of 24 hours of your appointment – **no charge**
Cancellations made within 24 hours of your appointment - **50% of the service fee will be charged**
Cancellations made within 3 hours (service time) or no shows – **100% of the service fee will be charged**

As a courtesy, we do contact you to confirm the date and time of your appointment, please understand that after this it is your responsibility to remember your appointment dates and times to avoid missed appointments and cancellation fees. You are always welcome to call and double check your appointments if you're unsure.

Late Policy

We will always try our best to accommodate you if you're running behind, stuck in traffic, etc. Clients will generally be allowed a 5-10-minute grace period. After that time, we will call to check you are on your way.

Please, always call if you even think you might be late; we'd rather know as early as possible so we can do our best to fit you in without upsetting the flow of the day.

*If the client does not arrive in time for the originally scheduled service to be completed, you will still be charged **100% of the booked service.***

Again, please remember that your appointments are reserved for you and only you.

These policies allow us the opportunity to ensure the smooth running of Collective Hair & Make Up.

We very much appreciate your business and adherence with our policies.