

Cancellation Policy for Cassidy's of Harbord

We understand that unforeseen circumstances may arise, leading to the need for appointment changes/cancellations. To ensure a fairness to both our clients and stylists, we have established the following cancellation guidelines:

Cancellations, reschedules and no shows

We kindly request a minimum of 48 hrs notice for any appointment cancellation.

Appointments cancelled within 48 hours are subject to a fee depending on the length of appointment. This also applies for drastic changes to your appointment. For example, if you are booked in for a long colour service and decide you only want a haircut, this will be treated as a cancellation if notice is not given.

Cancellations made within 24 hours are subject to a 50% fee of the service you are booked in for.

If you do not show up to a confirmed appointment, you will be subject to a 100% fee. Confirmation texts are sent out 4 days prior to your appointment. If we do not receive confirmation from you, we reserve the right to cancel your appointment.

Please bear in mind, if you do not receive your reminder your appointment remains your responsibility.

If you are booking with a gift voucher, these charges will be applied to the voucher.



Pricing and Quotations

Exact quotes cannot be given via phone, email or social platforms and can only be confirmed in the salon upon consultation with your hair stylist. Your hair is unique to you, therefore prices will vary depending on length, density and desired result.



Late arrivals

We value your time and ours. To ensure a smooth and efficient experience, we kindly request clients to arrive on time or phone and notify the salon if you are running late.

Clients will be given a grace period of 15 minutes after the scheduled appointment. Beyond this grace period, we may need to adjust or reschedule the service. The stylist will do their best to accommodate you with the remaining time of your appointment to ensure the timely service for the next client.

Deposits

A 50% deposit will be required for the following services; Keratin treatment, Hair extensions, Full head foils/Balayage service.

Our Guarantee

Here at Cassidy's, we pride ourselves in providing quality work, quality professional products and a highly trained team.

In the rare event that you are dissatisfied or would like to make an adjustment to your colour or haircut, we have a 14-day notification period. All adjustments are free of charge. We do not offer refunds.

Please note: change of mind is not considered an adjustment.

We encourage open communication. If you have any questions or concerns, please don't hesitate to contact us. Your feedback is invaluable in helping us to continuously improve our services.

By choosing Cassidy's you can trust that we stand behind the quality of our work and are dedicated to making your salon experience exceptional.

Thank you,

The Team at Cassidy's