



Booking and Cancellation Policy

Did you know The Hair Shop Port Douglas, is a family-run small local business that only has a limited number of appointments available?

The time allocated for your appointment is reserved for you. When you book an appointment with The Hair Shop, we guarantee you this time.

As a new client, when booking an appointment, you will be required to pay a deposit, details of which are as follows:

- \$50 deposit for ladies' cuts, colours, blow-dry's, special occasion hairstyling or any combination of these.
- \$20 deposit for fringe cuts and men's cuts

Your deposit is not an extra charge and is held on your account for you to use on your booking, this will be taken off your final bill. Please be aware that the only way you would ever lose your deposit is if you cancel your scheduled appointment within 48 hours, don't show up for your appointment or arrive 15 minutes late.

To ensure the return of your deposit, please advise The Hair Shop on (07) 4099 5987 a minimum of 48 hours before your appointment if you need to cancel or reschedule otherwise you will forfeit your deposit. This minimum cancellation period will give your stylist a fair opportunity to fill your vacated spot. If you cancel within 48 hours 50% of your appointment will be charged to your card.

For your convenience, you can call The Hair Shop anytime on (07) 4099 5987, if its outside of salon hours we will be able to pick up your message the following open day.

Last minute cancellations do have significant impact on The Hair Shop their clients and team. We have found this is the fairest way of managing commitment to appointments, and it also has the added benefit of keeping our costs down for our wonderful clients.

The Hair Shop reserves the right to cancel all appointments where a deposit has not been made.

Thank you.

Phone: (07) 4099 5987 | E-mail: info@thehairshop.com.au