



## CANCELLATION & PAYMENT

Our service...*is something great* and we truly value your business. *Time is of the essence...*when providing boutique-professional treatments and styling for you. We know the *unexpected happens* at the worst of time to all of us.

Therefore, we politely request our clients to:

- **cancel** appointments...*instead of a no-show,*
- arrive...**on time** for your appointment,
- all treatments...are **payable immediately,**
- via Eft or card...**no cash** accepted.

PLEASE NOTE: Treatment and styling appointments,

- **not cancelled** within 24-hours, or
- **no-shows,** or
- **not rescheduled,**

...will incur a **60% surcharge fee** payable with your next appointment.

**Thank you** for your continued support and understanding

**Yours sincerely**

**The D&H-team**