



CANCELLATION POLICY

We at The Refinery Salon strive to provide excellent service to our guests. In order to do so, we have updated our Cancellation, No-Show and Late Appointment policy. Cancellations and No-Shows leave gaps in our schedules that cannot be filled without timely notice and prevent us from being able to accommodate other guests waiting for appointments. You must provide at least 24-hours notice for appointment cancellations.

Guests who cancel their appointments without proper notice or do not show up for their reserved appointment times are considered a “No-show”.

First No-Show:

If you No-Show for a scheduled appointment, you will receive a telephone call from us informing you that you missed a scheduled appointment and we will reschedule the missed appointment for a time convenient for you. At this time, we will remind you that a second No-Show appointment will require a charge.

Second No-Show:

If you No-Show for a scheduled appointment for a second time, a fee equal to 50% of the missed service(s) will be posted to your salon account. Accumulated fees must be paid prior to booking any future appointments.

Third No-Show:

If you No-Show a third time, you will be required a fee equal to 100% of the missed services. You will also be required from that point forward to prepay in full for any future services booked.

Late Arrivals:

Please call us if you think you will arrive late for your reserved appointment time. If possible, we will try to adjust our schedule. However, it is possible we may ask you to reschedule your visit to another day if it interferes with another client's appointment time.

New Clients:

New clients will be asked for credit card information to be put on file for their first appointment only. If you No-show for your first scheduled appointment, the credit card on file will be charged a fee equal to 50% of the missed service(s). If you show for your scheduled appointment, the credit card information on file will then be deleted.