



KEITH KANE
H A I R I N T E R N A T I O N A L

Cancellation Policy

Dear Guest

At Keith Kane Hair International we consider ourselves to be a Free Roam Salon. We do understand that you may wish to move to a different stylist and we promise not to be offended if you do. We regard you as a client of our salon. We offer you the option to select the stylist of your choice or change each time you visit.

It's all part of The Keith Kane Hair International Service to you!

Our **cancellation policy** is strictly **48hrs** for all guests. If we don't receive 48hrs notice to cancel your appointment then unfortunately, we will be asking for a 50% deposit which is non-refundable for your next appointment. All returning guests who fail to turn up for an appointment will be charged 50% of the previous service. We completely understand that things can happen at the last minute and can assure you that we will be sympathetic in certain circumstances.

Regrettably, we have had to put these measures in place because of the sheer volume of non-arrivals we have had, which in turn costs the salon hundreds of pounds per month.

If you are a new or regular guest to our salon please ensure that our receptionist takes a note of your birthday so we can send you a birthday gift voucher to use when you next visit, this voucher is to be used within 6 weeks and cannot be extended. Also a valid mobile number would be helpful because we always text to remind you about your appointment. We may use this number should your stylist be off ill or we have to change your appointment at all.

Please let us know if you change your email address so we can keep you up to date with any special offers or new products and services at Keith Kane Hair International.

We hope that you understand and appreciate our salon policies and we look forward to seeing you soon.

Kindest regards

Keith & The Team.