



We would like to thank all of our wonderful and loyal customers for choosing The New Wave Hair Studio! We are very grateful to you because we wouldn't be here without all of you and your continued support. If unable to commit to rebooking we totally understand and recommend you call last minute and we will try our best to get you in.

The increase of clients cancelling last minute/No Shows are on the rise which leaves us in a very tough position. Typically we are unable to fill that appointment last minute since we rebook most of our clients before they leave. Consequently, we are left with open times in our schedule that potentially could have been filled by someone else. We depend on a full schedule to cover cost associated with running the business and also paying our salary to support our family.

It is unfortunate that we now need to implement a cancellation policy and such a policy needs to even exist. Your appointment is very important to us and is reserved especially for you, so we in advance appreciate the respect in return. We understand that unavoidable issues come up and we will do our best to work with you in case of an emergency. If unable to commit we understand rebooking may

We will require a credit card to be on file and charges will be billed accordingly.

As a courtesy to you, we do try to confirm appointments, please understand that it is ultimately your responsibility to remember your appointment to avoid cancellation fees.

Cancellation Policy- We Respectfully Request

To try your best to keep your scheduled appointment or Cancel ASAP as we do rebook the majority of our customers 4-8 weeks out before leaving

Less than a 48 hour notice will be charged 50% of service

Last minute cancellation/No Show will be charged 100% of service

Thank you for your understanding, your business is very Important to us!

We look forward to seeing you soon!

- The Wave Hair Studio Team -