

Terms of Agreement

Each client’s appointment is very important to us. We take great care to ensure scheduling is handled efficiently so that our clients receive the level of service and professionalism that they deserve when they book with us.

**Cancellations**

We understand that sometimes situations come up that require you to change your plans. If you must cancel or reschedule your appointment, we require that you notify us at least **48 hours** in advance. This helps us protect the time of our stylists and our clients, and ensures that we can continue to deliver upon our promise of exceptional service.

Cancellations and rescheduled appointments without **48 hours** notice will incur a cancellation fee of **50% of the service price**. Missed appointments (“no-shows”) will be charged **100% of the service price**. This fee is non-refundable but can be put toward any future services.

Appointments booked within **24 hours** of the scheduled appointment may be cancelled or rescheduled no later than **4 hours prior** to the scheduled appointment time without incurring a cancellation fee of **50% of the service total**.

For large group bookings (such as wedding parties etc.), extra time and preparation is needed to make sure we have the space and amenities needed to make your time with us one you’ll always remember fondly. We require that you notify us at least **72 hours** in advance of any cancellations or changes you need to make to your scheduled appointment. Cancellations and rescheduled appointments without **72 hours** notice will incur a  cancellation fee of **50% of the service price per guest**.

We understand that you have a busy schedule, and allow a grace period of **15 minutes** after your scheduled appointment time. If you are more than **15 minutes** late to your appointment, we may need to reschedule your appointment to accommodate your service(s). If we do not hear from you within **15 minutes** after your scheduled appointment start time, your appointment will be considered a “no-show” and you will be charged **50% of the service total**.

**Deposits**

Some appointments require extra time and preparation to accommodate. Appointments that are very time-intensive and/or require materials to be specially purchased for the service (such as hair extensions, multi-process colour, colour correction, etc.) may require a deposit upon booking. This deposit fee is non-refundable and **does contribute** to the service total.

**Refunds**

We appreciate that sometimes, some things just don’t go to plan and you may want your money back.

At Kennedy and Co, we don’t offer monetary refunds, as we’d love the opportunity to rectify the issue and to regain your trust.

All situations are assessed on a case by case basis. As a result, you may be offered either a complimentary re-do at a Kennedy and Co salon of your choice or, a Kennedy and Co Gift Card to the same value of your original appointment, to be redeemed at a time and salon that suits you.

All refund requests are managed internally by our Client Care Team.

**Agreement**

By **booking an appointment with our salon**, you acknowledge that you have read and understood our booking, cancellation refund, and deposit policy and agree to be bound by the terms and conditions stated above.