



# Cool Heads Appointment Policy

**Sub: Reduce the REVENUE LOSS caused by no-shows**

Dear customer,

We don't **charge for any cancellation/no-show/late show fees**. We also **don't take your credit card or make you create an account online**. Instead, we trust you and we request you to cancel the appointment **at least 2 hours ahead** in case for any reason you cannot make it on time.

## **Rules strictly applied on busy hours**

- We will **cancel any appointment** if the customer is **not present** at the store before appnt start time.
- Late shows **even by a minute** are considered **as walk-ins**.
- We will **not be able** to do any **additional services** which were not booked prior.
- We **can not guarantee to start** your service on appnt time. It is possible to have delays up to 15 minutes or more, even though we will try our best to service you on time.

~CoolHeads Management