

CANCELLATION POLICY FOR HAIR AND BEAUTY APPOINTMENTS AT ESSTUDIO
STRICT AND ENFORCED 24-HOUR CANCELLATION POLICY

Please understand when you forget your appointment, or cancel without giving us enough notice, we miss the opportunity to refill your appointment time and other clients on our waitlist miss the opportunity to receive services.

Our appointments are confirmed 48-hours in advance via email and text message; because we know how easy it is to forget an appointment you booked months ago.

When you make your appointment online there will be a 30% deposit charge to your card at the time of booking which is non refundable. You are able to reschedule your appointment and transfer over the deposit no worries.

As the services are reserved for you personally if you give us less than 24-hours notice the following cancellation fees will apply:

30% For late notice cancellation's and 30% for NO SHOW appointments. (it's just rude!)

The cancellation policy allows us time to inform our waitlist clients of any availability, as well as keeping our team members' schedules filled, thus better serving everyone. The Esstudio policies are presented and provided in the best way possible to be totally transparent to you.

Thank you for viewing and supporting our policies criteria.

REDOS/ADJUSTMENTS

If you are not happy with your results, please call the salon directly.

Or email us at admin@esstudio.com.au.

Our team will be happy to make tweaks and adjustments within 2-weeks or less of your hair appointment.

*This courtesy is not to be confused with 'changing your mind'.

If your request is reasonable, we will do all that we can to fix any error in quality.

REFUNDS

We do not offer refunds of any kind.

*See our Redo Policy if you are dissatisfied with your result.