MY LASH APPOINTMENT POLICY

Fill in the blanks, cut what you don't use, and send it to every new client before they book.

Studio name: _____ Effective from: _____

01 Notice to cancel or move

Please give at least ____ hours' notice to cancel or reschedule.

02 Late cancellation

Cancelling with less notice: ____ (fee, or deposit kept).

03 No-show

Missing the appointment without notice: ____. Future bookings may need ____.

04 Running late

I can wait ____ minutes. After that, the service may be shortened or moved.

05 Fills

A fill needs about ____% of lashes still on, within ____ weeks. Otherwise it is booked as a full set.

06 Deposits

A deposit of ____ holds the time. It goes toward your service.

07 Illness and emergencies

If you are unwell, tell me as soon as you can. ____ (how you handle it).

Client signature or "I agree" reply: _____ Date: _____

General template, not legal advice. Check local consumer rules. Free to print and copy.
Honest Little Apps, the studio behind BookingSolved: Client Booking for iPhone.

SIX REPLIES FOR SIX AWKWARD MOMENTS

Copy, change the [brackets], send. Calm and the same every time beats clever.

CANCELS WITH SHORT NOTICE

No problem, I hope everything's okay. Just so you know, with under [24] hours' notice my policy is [fee/deposit kept]. Want me to find you a new time this week?

NO-SHOW

Hi [name], I had you down for [time] today and missed you. Hope all is well. Per my policy, [fee] applies to missed appointments. Here are my next openings: [times].

RUNNING LATE

Thanks for the heads-up! I can hold your spot until [time]. After that I'll need to shorten the service or move you. Drive safe.

SECOND RESCHEDULE IN A ROW

Happy to move it again. To keep things fair for clients on the waitlist, a second change needs a [deposit] to hold the new time.

FILL CAME IN TOO LATE

It's been [5] weeks, so this will be booked as a full set at [price]. I'll show you the time difference when you're here.

ASKS YOU TO WAIVE THE FEE

I understand, and thanks for asking kindly. I'll waive it this once; next time the policy applies as written.

BookingSolved prepares booking replies from your clients' messages; you send every reply yourself.