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# BOOKINGS AND CANCELLATIONS POLICY

**The Edit Salon & Co - MLG BRANDS PTY LTD**

*Last updated: 30/12/2025*

This Bookings and Cancellations Policy applies to all appointments and services booked with The Edit Salon & Co. By making a booking, you acknowledge and agree to the terms outlined below.

This policy is designed to operate fairly for both clients and the business and is consistent with **Australian Consumer Law and Fair Trading South Australia guidance**.

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## 1. Appointments

1.1 Appointments are required for all services. Walk-ins are subject to availability.

1.2 Appointments may be made online, by phone, or in salon.

1.3 Booking an appointment constitutes acceptance of this policy, regardless of how the booking is made.

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## 2. Deposits

2.1 Deposits may be required for certain services, extended appointments, corrective services, or peak periods.

2.2 The deposit amount will be disclosed at the time of booking.

2.3 Deposits are **non refundable** in the event of cancellation or failure to attend, except where required by Australian Consumer Law.

2.4 Deposits are applied toward the total cost of the service on the day of the appointment.

2.5 Where a deposit is required and not paid, the booking may be cancelled or released.

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### **3. Cancellations and Rescheduling**

3.1 We require a minimum of **48 hours' notice** for all cancellations or rescheduling of appointments.

3.2 Cancellations or changes made within 48 hours of the appointment time may result in:

- forfeiture of the deposit, or
- a cancellation fee equal to a portion of the booked service value.

3.3 This policy reflects the time reserved specifically for you and the limited opportunity to rebook that time.

3.4 Cancellation fees are not intended to be a penalty, but a genuine estimate of the loss incurred by the business.

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### **4. No Shows**

4.1 A "no show" occurs when a client fails to attend their appointment without notice.

4.2 No shows may be charged up to **100 percent of the booked service value**.

4.3 Repeated no shows may result in refusal of future bookings or a requirement for full prepayment.

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### **5. Late Arrivals**

5.1 If you arrive more than **10 minutes late**, your service may need to be shortened or rescheduled.

5.2 If we are unable to complete the service due to late arrival, the appointment may be treated as a late cancellation and fees may apply.

5.3 We appreciate your understanding that late arrivals impact other clients and staff schedules.

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### **6. Changes by The Edit Salon & Co**

6.1 In rare circumstances, we may need to reschedule or cancel an appointment due to staff illness, emergencies, or unforeseen operational issues.

6.2 Where this occurs, we will make reasonable efforts to notify you as soon as possible and offer an alternative appointment or refund of any deposit paid.

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## 7. Exceptional Circumstances

7.1 We understand that genuine emergencies may arise.

7.2 Requests for consideration due to exceptional circumstances will be assessed on a case by case basis and at our discretion.

7.3 This clause does not limit your rights under Australian Consumer Law.

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## 8. Consumer Law Notice

8.1 Nothing in this policy excludes, restricts, or modifies any rights or remedies available to you under the Australian Consumer Law.

8.2 Where a service has a major failure, you are entitled to a remedy in accordance with the law.

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## 9. Contact

For questions regarding this policy, please contact:

**The Edit Salon & Co**

Adelaide, South Australia

 [admin@theeditssalon.com.au](mailto:admin@theeditssalon.com.au)

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