

# HOW TO REQUEST A CLIENT DEPOSIT PRINT OUT, LEARN OR ADAPT SCRIPT

---

Follow your normal greeting and let the client advise you which service they would like to book.

*"That's great! I can book you in with [stylist name] on [date and time]. I will need to take a [your amount]) per cent deposit to secure your booking."*

If the client does not object, take the payment, thank them and book them in.

If the client objects.

*"I am sorry to hear you are disappointed, but I hope you can understand that we have had to introduce this policy due to a recent increase in very late cancellations."*

*"Your deposit will be taken off your bill when you come in on [appointment date]. If you do have to cancel up to 24/48 (delete as appropriate) hours in advance your deposit will be refunded or allocated to a rescheduled appointment. How would you like to pay?"*

If the client does not object, take the payment, thank them and book them in.

If the client objects.

*"As I said, I am sorry to hear your frustration, but for the safety of the team and the business we have had to introduce this policy."*

*"You are a very valued client at [salon name] and we would really like to get you booked in with [stylist name], but we will only be able to do so with a deposit. Shall we get you booked in?"*

If the client agrees, take the payment, thank them and book them in.

If the client objects.

*"Our policy is strictly no deposit, not appointment. Is there anything else I can help you with today?"*



# NOTIFYING YOUR STYLIST IS OFF ILL PRINT OUT, LEARN OR ADAPT SCRIPT

---

Always prepare before your call. You will need to know the next available appointment the stylist has. Leave this for at least one week to allow them to recover. You will also need to have at least 2 alternatives with other stylists.

*"Hi [Name], This is [your name] from [salon name]. Unfortunately, I'm calling to let you know that [stylist name] is currently off ill. As we are following a safety first policy, we have asked them to stay at home until they make a full recovery.*

*"Would you like me to book you in with [alternative stylist] on [date and time] or shall we put you in for a new appointment with [stylist name] at their first available appointment on [date and time]"*

If client accepts one of the appointments, book them in and thank them.

If the client declines.

*"I apologise for the inconvenience. Let me know when would be better for you and I will do what I can to get you booked in.*

If the client wants a refund of their deposit

*"We understand you are disappointed, but we'd be really sad not to see you. As an apology for the inconvenience can we treat you to [treatment/service of your choice] when we you come for your rebooked appointment?"*

*"Please can you confirm when you'd like to re-book for?"*

---

If the stylist is self-isolating amend the introductory line to

*"Hi [Name], This is [your name] from [salon name]. Unfortunately, I'm calling to let you know that [stylist name] has had to self-isolate. We have done full safety checks and are confident that there is no risk to the rest of the team. However, it does mean that we will need to reschedule your appointment.*

*"Would you like me to book you in with [alternative stylist] on [date and time] or shall we put you in for a new appointment with [stylist name] when he/she returns? We currently have a space available on [date and time]"*

