

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]) 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 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, no appointment. Is there anything else I can help you with today?"

