

CYRENA

Booking, Cancellation & Deposit Policy

Effective from opening · Melbourne, Victoria · Bookings via Square

At Cyrena Collective, every appointment represents a dedicated block of time, skill, and preparation reserved exclusively for you. Our booking policy is designed to protect that investment — for our clients and our team equally.

By completing a booking through our Square scheduling system — whether online, via the confirmation link, or in person — you confirm that you have read, understood, and agreed to the following terms in full.

1. Booking Deposit

A booking deposit of 30% of the total service value is required at the time of reservation for all services priced at \$50.00 AUD or above. Your deposit is collected securely through our Square booking system at the time of booking.

Your deposit is not a surcharge — it is part of your total service cost.

- It is deducted in full from your final balance on the day of your appointment.
- It is non-refundable as cash in all circumstances (except where Cyrena cancels — see Section 8).
- It is retained as salon credit if you cancel with 24+ hours notice (see Section 3).
- It is forfeited entirely if you cancel with less than 24 hours notice or do not attend.

Services priced under \$50.00 AUD — including express brow services, underarm waxing, lash tinting, add-ons, and similar short treatments — do not require a deposit. We respectfully ask that you provide at least 24 hours notice if you need to cancel these appointments, as a professional courtesy to your therapist.

2. Appointment Confirmation & Reminders

Upon completing your booking through Square, you will receive:

- ① **An immediate booking confirmation** sent to your registered email address, summarising your appointment details, therapist, service, time, and deposit paid.
- ② **An automated reminder** sent 48 hours before your scheduled appointment via email and/or SMS, depending on your notification preferences in Square.

These communications serve as formal notice of your appointment. By accepting the booking confirmation, you acknowledge that you have been reminded of the cancellation policy and the 24-hour notice requirement.

If you do not receive your confirmation email within 15 minutes of booking, please check your spam folder or contact us directly to verify your reservation.

3. Cancellation Policy

3.1 Cancellations with 24 hours or more notice

If you cancel your appointment at least 24 hours before the scheduled start time, your deposit will not be refunded as cash — however, it will be automatically retained in your client account as salon credit.

Salon credit is valid for 6 months from the date of the original booking.

It may be applied to any future service at Cyrena Collective of equal or greater value.

Credit cannot be exchanged for cash, transferred to another person, or applied to product purchases.

Credit expiry will not be extended beyond the 6-month period, except in documented medical emergencies (Section 6).

3.2 Cancellations with less than 24 hours notice

Cancellations made within 24 hours of the scheduled appointment start time will result in the full and permanent forfeiture of the deposit. No credit, transfer, or partial refund will be issued under any circumstances, except as outlined in Section 6 (Medical Emergencies).

The 24-hour window is calculated from the exact start time of your appointment. For example: an appointment at 2:00 PM on Saturday requires cancellation no later than 2:00 PM on Friday to qualify for credit retention.

3.3 No-shows

A no-show is defined as a client who does not attend their appointment and does not contact Cyrena Collective prior to the scheduled start time. No-shows result in:

- Full and immediate forfeiture of the deposit — no exceptions and no credit issued.
- A flag on the client account (see Section 5 — Repeat Cancellation Policy).
- The requirement to pay a new deposit to secure any future appointment.

We understand emergencies happen without warning. If you are unable to reach us before your appointment, please contact us as soon as possible afterwards — we will always consider documented exceptional circumstances with empathy.

4. Rescheduling Policy

We understand that schedules change. You are welcome to reschedule your appointment under the following conditions:

Rescheduling rules:

- ✓ Maximum of 2 reschedules permitted per original booking.
- ✓ Each reschedule request must be made at least 24 hours before the appointment.
- ✓ Your deposit credit transfers automatically to the rescheduled date.

- ✗ A third reschedule request will be treated as a cancellation — the deposit is forfeited.
- ✗ Reschedule requests made with less than 24 hours notice are treated as a late cancellation.

To reschedule, log into your Square booking account using the link in your confirmation email, or contact us directly through our official booking system. Reschedule requests via Instagram DM, personal SMS, or any unofficial channel will not be accepted as formal notice.

5. Repeat Cancellation Policy

Cyrena Collective maintains a client booking history through Square. Clients who demonstrate a pattern of late cancellations or no-shows are subject to the following escalated deposit requirements:

First incident (late cancel or no-show):

- Standard policy applies. Deposit forfeited. New 30% deposit required to rebook.

Second incident and all subsequent bookings:

- A 50% deposit of the total service value will be required at the time of all future bookings.
- This requirement is applied permanently to the client account and reviewed at 12 months.
- The elevated deposit remains subject to the same credit and forfeiture rules as the standard deposit.

This policy is not punitive — it is a professional safeguard that allows us to protect therapist income and prioritise clients on our waitlist. We will always communicate this change to affected clients with transparency and respect.

6. Medical Emergencies & Exceptional Circumstances

We recognise that genuine medical emergencies can prevent attendance without adequate notice. In these cases, the following exception applies:

Medical emergency exception:

- Your deposit will be retained as full salon credit with no expiry date.
- You may reschedule as many times as needed — the two-reschedule limit does not apply.
- A valid medical certificate or equivalent official documentation must be provided within 48 hours of the missed appointment.
- Documentation should be sent directly to Cyrena Collective via our official booking system or email.

This exception is strictly limited to acute medical emergencies and hospitalisation. It does not apply to pre-existing conditions, general unwellness, personal scheduling conflicts, work obligations, or travel disruptions — all of which fall under the standard cancellation policy.

Each exception request is reviewed individually by management. Cyrena Collective reserves the right to request additional supporting documentation where appropriate.

7. Late Arrivals

Your appointment time is reserved exclusively for you. Out of respect for other clients and our therapists, we are unable to extend appointment times to accommodate late arrivals.

- **Arriving up to 14 minutes late:** We will do our best to deliver your full service. In some cases, a minor adjustment may be required.
- **Arriving 15 or more minutes late:** Your appointment may be shortened to fit within the remaining allocated time, or rescheduled entirely at therapist discretion. The full service fee applies regardless.
- **Arriving 20 or more minutes late:** Your appointment will be treated as a no-show and your deposit forfeited. You are welcome to wait for a cancellation on the day at the therapist's discretion.

If you know you are running late, please contact us immediately via our Square booking system or the contact details in your confirmation email. Early communication gives us the best chance of finding a solution.

8. Long-Duration Service Appointments

The following services require extended chair time of 2 to 5 hours and are booked as exclusive, full-session appointments. A last-minute cancellation or no-show for these services cannot be realistically replaced and represents a significant loss of income for your therapist.

Service	Duration	Starting Price
Nano Ring Hair Extensions	2–4 hrs	By consultation
Nanoplasty Hair Reconstruction	3–5 hrs	By consultation
Keratin Smoothing Treatment	3–4 hrs	By consultation
Permanent Straightening	3–5 hrs	From \$500
Organic Hair Straightening	2–4 hrs	From \$350
Hair Botox Treatment	2–3 hrs	From \$250
Romantic Couples Experience	90 min	\$280

For these services specifically, we strongly encourage booking your appointment well in advance and notifying us of any changes as early as possible. The standard deposit and cancellation terms apply — the deposit is not escalated for long-duration services, but the impact of a no-show is proportionally greater.

Clients with a history of no-shows on long-duration services may be required to pay a 50% deposit regardless of booking history, at management discretion.

9. Patch Tests & Pre-Appointment Requirements

A patch test is required exclusively for colour services involving chemical dye application to the hair or scalp. This includes base colour, highlights, balayage, and any other colour treatment using professional-grade colour lines. No other Cyrena services require a patch test.

- Base colour application (full colour, regrowth, refresh)
- Highlights, balayage, and any partial or full colour technique involving chemical dye

Your patch test for a colour service must be completed at least 48 hours before your appointment. We will arrange this as a brief complimentary visit or, where appropriate, provide a take-home patch test kit with clear instructions. If you fail to complete the required patch test, your colour appointment may be cancelled and your deposit retained as credit for a rescheduled appointment — provided you notify us before the service time.

If a client with a known sensitivity history requests to proceed with a colour service without completing a patch test, they do so entirely at their own risk. Cyrena Collective will not be held liable for any adverse reaction, scalp irritation, or allergic response arising from proceeding without the required test. This waiver will be documented in the client's informed consent form prior to the service commencing.

10. Cancellations by Cyrena Collective

In the rare event that Cyrena Collective must cancel or reschedule your appointment — due to therapist illness, emergency closure, or other unforeseen operational circumstances — we will notify you by the earliest available means and offer the following:

- Priority rebooking at your preferred date and time.
- A full cash refund of your deposit to the original payment method, processed within 3–5 business days via Square.
- Alternatively, full transfer of your deposit to the rescheduled appointment with no conditions.

The choice between refund and transfer is always yours. We will never retain a deposit as credit without your express agreement in circumstances where Cyrena Collective is responsible for the cancellation.

11. Australian Consumer Law

This policy is governed by and consistent with the Australian Consumer Law (ACL), Schedule 2 of the Competition and Consumer Act 2010 (Cth). Nothing in this policy limits, excludes, or modifies any right or remedy you have under the ACL, including:

- Your right to a refund, repair, or remedy if a service is not delivered with acceptable care and skill.
- Your right to a remedy if a service does not match its agreed description or is not fit for purpose.
- Your right to be free from unfair contract terms.

Deposit retention as described in this policy is permitted under the ACL where it represents a genuine pre-estimate of loss arising from a client's failure to attend. This policy has been drafted with that principle in mind.

If you have a concern about a service received, please contact us within 48 hours of your appointment. We are committed to resolving all legitimate concerns promptly and fairly.

12. Quick Reference Summary

Scenario	Deposit	Credit?	Reschedule	Notes
Cancel 24+ hrs notice	Retained	✓ Yes — 6 months	Up to 2×	Credit valid 6 months from original booking date
Cancel < 24 hrs notice	Forfeited	✗ No	Not applicable	New deposit required to rebook
No-show (any service)	Forfeited	✗ No	Not applicable	New deposit required to rebook
Arrive 15+ min late	Retained	At discretion	May be shortened	Full fee applies; appointment may be rescheduled
Medical emergency (cert. req.)	Retained	✓ Full credit, no expiry	Unlimited	Medical certificate required within 48 hrs
2nd late cancel / no-show	Forfeited	✗ No	Not applicable	50% deposit required for all future bookings
Service under \$50	No deposit required	N/A	N/A	24 hrs notice appreciated as professional courtesy
Cyrena cancels appointment	Refunded in full	✓ Or transfer	Priority rebooking	Full refund to original payment method

13. How to Cancel or Reschedule

All cancellation and reschedule requests must be submitted through one of the following official channels to be recognised as formal notice:

- ① **Square Online:** Log into your booking account via the link in your confirmation email and manage your appointment directly.
- ② **Square Booking Link:** Use the direct booking link on our website or Instagram bio to access your appointment management page.
- ③ **Direct contact:** Contact Cyrena Collective via our official business email or phone number as listed on our website.

Important: Cancellation or reschedule requests sent via Instagram DM, personal text message, WhatsApp, or any other unofficial channel will NOT be accepted as formal notice.

The standard policy will apply based on the original appointment time, regardless of any informal communication received.

Thank you for being part of Cyrena Collective.

We built this policy not to restrict, but to protect — the time of our therapists, the experience of every client, and the integrity of the space we've created. We appreciate your understanding and look forward to welcoming you.