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Invidia
HAIR

Q: Why do I have to reply to the SMS reminder?

A:

We send out the text messages as a handy reminder as we know that it's easy to forget an appointment date and or time, particularly for those booked weeks/months ahead. Originally we did not ask people to reply to confirm as we thought that the reminder would prompt anyone who could not make their appointment to call and let us know. Unfortunately this didn't happen and we were experiencing no shows, despite the reminders.

First of all let me make it clear that we have absolutely no problems when people have to reschedule, we realise life is busy, things come up and we are all human and sometimes we simply forget (just remember Laura and I make appointments for things too) we won't be grumpy or hold it against you. Sure it can sometimes be hard to find another time that works but we'll do our best.

That said as you all know there is only one of me and it can be hard to get an appointment at times so we always have people on the wait list, obviously if an appointment is cancelled those people on the wait list get offered a spot! So it's incredibly frustrating when we have people waiting and then we have a no show.

So to minimise the chance of this happening we asked people to reply 'yes' to confirm. Towards the end of the day Laura calls anyone who is unconfirmed just to make sure they are actually coming. If after repeated efforts we are unable to receive confirmation there is a chance that the appointment could be re booked. Please note that simply not replying to the text message is not considered a cancellation, as the message states we will need you to call to cancel/reschedule. We ask this as a courtesy to us, just as we will endeavour to contact you rather than re booking your appointment.

We hope that everyone understands that we operate the reminders this way to avoid policies such as cancellation fees.