



Snip-its Online Same Day Booking FAQ

The Snip-its **BOOK NOW** feature is for **SAME DAY** appointments only. It is the best way to get your Haircut Adventure scheduled for today! Late arrivals may need to reschedule.

WHAT IS SNIP-ITS ONLINE SAME DAY BOOKING?

Save time, wait less!

Online same day booking lets you add your kids' names to today's queue at your local Snip-its salon – at a time that is convenient for your family. After you've picked your same day time online, you'll know what time to be at the salon for your kiddos' clean and safe haircut adventures. Once your family arrives, you can text "here" to the salon and we'll let you know when it's safe to enter the salon and begin.

HOW DO I USE THE ONLINE SAME DAY BOOKING FEATURE?

Schedule your time for today from anywhere! Schedule today's visit by using our [salon finder](#) to go to your salon's location microsite and click on the BOOK NOW button. If this is your first time, you can get started by submitting a phone number and then fill in the new child sign-up sheet. Once you schedule a same day visit online for the first time, follow these steps for each visit:

1. Enter phone number – no login required!
2. Select the appropriate child (you can add additional kiddos on a different screen) and hit the purple "proceed" button.
3. Pick the service first, followed by any add-ons you'd like (optional). NOTE: In participating locations, you can request a stylist by clicking directly underneath the list of add-ons.
4. Next, schedule an available time on this same screen (the "Schedule a Time?" drop-down box can be found directly below the gray box with services and add-ons listed).
5. Finish by clicking the purple CONFIRM button in the lower, right-hand corner of the screen.
6. You will get an appointment confirmation text alert within 15 minutes of your confirmation with further instructions for your visit.
7. Come on in for a Haircut Adventure! Note: Most states are still not allowing walk-ins. Once walk-in clients can be seen again, they will be able to pick the next available time on a tablet at the reception desk or on their own mobile device.

CAN I MAKE AN APPOINTMENT FOR ANOTHER DAY?

Snip-its is a kids' salon and we know kid-wrangling sometimes takes longer than expected and plans change. When you're ready, so are we—you don't need to schedule your child's Haircut Adventure in advance. Online same day booking will help you add your kids' names to today's schedule, when you and your tiny tots are ready, before heading into the salon.

WHEN CAN WE BOOK OUR SAME DAY VISIT ONLINE?

You can book online for today's visit 15 minutes before the salon opens and up to closing time, each day your salon is open.

WHEN SHOULD WE GET TO THE SALON AND WHAT IF WE'RE RUNNING BEHIND?

Getting to the salon by your scheduled time is best. If you aren't at the salon when your scheduled time arrives, we may move onto the next scheduled person and you may need to reschedule. Kids happen, we know that and will try to accommodate you as best we can!

DO I NEED TO DO ANYTHING WHEN WE ARRIVE?

Yes. Respond "Here" to your confirmation text alert and wait for your stylist to know when it is safe to enter the salon, confirm your information and finish your family's check-in.

WHY ISN'T THE BOOK NOW FEATURE ON THE WEBSITE WORKING FOR ME?

- The salon is closed. Whenever the salon is closed this message will appear in the pop-up -- ***"Oops! Sorry for the inconvenience. We are closed today."***
- Rarely a salon will get so busy that the queue for the day is full and all the available time slots have been spoken for. If that happens, you will see this message pop-up -- ***"Oops! Stylist(s) are not available currently, please check back later."*** You can call the salon, check back later (time slots may become available again later in the day as people cancel, haircuts speed up or more stylists come in to work) or try again another day.

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