Haircut Now Appointments FAQ for Barbers

Premium Listings – Online Booking · https://haircutnow.com/docs/haircut-now-appointments-faq-for-barbers/

Can clients choose me?

Yes. Online booking on your individual listing reserves an available service and time with you. Same-day requests use a separate response and confirmation workflow.

Can I set services, prices, and hours?

Premium individual listings provide service and availability controls. Save realistic durations, working hours, breaks, and time off.

Can Free listings accept bookings online?

No. Free listings have a private manual calendar, not public online booking. Free manual entries do not send automated booking email/SMS messages.

What happens after a downgrade?

Public booking is removed, while the account and appointment history are retained. Review existing bookings separately; downgrading is not a cancellation action.

Do customers and barbers receive messages?

Eligible paid bookings use the configured email/SMS notifications. Confirmations, updates, reminders, and follow-ups depend on active settings, appointment status, and valid contact details. Check the calendar if a message is missing.

Who collects the haircut payment?

For appointments configured for direct payment, the client pays the barber at the appointment. A displayed service price or confirmation does not prove payment was collected.

Where do I manage bookings?

Open My Appointments. Use **Appointments**, **Clients**, **Services**, and **Availability**. Supported connected Biz versions also provide Marketplace appointment controls.

Does this include my shop’s whole team?

The individual Premium listing workflow is for your individual booking profile. Shop Booking is included with **Shop Complete** and is also available through the standalone **Barbershop & Salon Team Booking** package.

Start with the Premium booking guide or Shop Bookings help.

How does no-show protection work?

You manually mark a missed online appointment after its scheduled end time, while it is still confirmed/approved. Two or more recorded misses in the last 90 days show a warning. Blocking is your choice: use **My Clients → View → Client Booking Protection** to choose **Block Future Online Bookings**, or **Allow Online Bookings Again** to restore access. The restriction applies to your own calendar.

Use **Undo No-Show** to correct a record. Undoing a mark does not lift an existing block. No-show protection does not charge the client, cancel an existing appointment, or stop you from adding a private manual appointment.

See How No-Show Protection Works for Bookings for the full steps, eligibility rules, and help restoring booking access.