How No-Show Protection Works for Bookings

Haircut Now Biz App · https://haircutnow.com/docs/how-no-show-protection-works-for-bookings/

No-show protection helps you keep a private record of missed Haircut Now online appointments and choose who can book online with you again. It is available for Premium individual booking and connected Shop Booking accounts with the appropriate permissions.

How the no-show count works

- You mark a missed appointment yourself. An appointment is not automatically recorded as a no-show just because its time has passed.
- **Mark no-show** is available for an online appointment that is still confirmed/approved and whose scheduled end time has passed.
- Private manual appointments, pending or cancelled appointments, and future appointments are not eligible for a new no-show mark.
- The count covers recorded missed appointments in the **last 90 days**. Two or more produce a warning; **the warning does not automatically block the client**.
- An individual barber sees the count for their own booking calendar. Shop owners and authorized managers can also see a shop-wide count across the team at that location.

These controls apply to Haircut Now online bookings. New Client Same-Day Requests and bookings completed on external booking websites use separate workflows.

Mark or undo a no-show on the website

1. Sign in with the account that owns your Premium individual listing.
2. Open My Clients, find the correct client, and choose **View**.
3. Find **Client Booking Protection** and check the appointment’s service, date, and time.
4. Choose **Mark No-Show** for the missed eligible appointment.
5. If you marked the wrong appointment, choose **Undo No-Show** on that record.

Marking or undoing a no-show changes your private no-show record. It does not cancel the appointment, change its booking status, or send the client a cancellation message.

Block or restore a client’s online booking

In the same **Client Booking Protection** panel, choose **Block Future Online Bookings** to restrict that client from making new online bookings with your individual calendar. Choose **Allow Online Bookings Again** to restore access.

You decide when to block; you do not have to wait for two no-shows. A client needs a valid email address or phone number on their customer record for a booking restriction to be saved.

A block stays in place until you remove it. Undoing a no-show or having an older visit fall outside the 90-day count does not remove a block. Unblocking restores the applicable booking access without erasing the no-show history.

Use no-show protection in Haircut Now Biz

In a supported Biz app version, open **Schedule → Manage → Customers**, select the client, and review **Client booking protection** in their history. Eligible appointment rows offer the no-show and undo actions.

You can also open a connected Marketplace appointment and choose **Client booking protection** from its details when available. This is the route for connected shop staff managing their own booking calendar.

Use the displayed block or allow-online-bookings action and confirm your choice. If your app does not show these controls, use My Clients on the website for Premium individual booking or the Shop Booking website for shop management.

Manage no-shows and restrictions for a shop

Shop owners and managers with **Booking management** permission can manage protection in Haircut Now Shops:

1. Select the correct shop and open **Booking → Customers**.

2. Choose the **Team member** whose appointments you want to review.
3. Search for the customer and open **History & notes**.
4. In **Booking protection**, review the shop-wide count and the selected barber's count.
5. Use **Mark no-show** or **Undo no-show** for an eligible appointment with the selected barber.
6. Choose the restriction that fits your decision, confirm it, and wait for the saved result.

Restriction	What it affects	How to restore access
Individual barber's calendar	New online bookings with that barber in the selected booking context	Use the allow-online-bookings action
Block barber only in Shop Booking	New online bookings with the selected barber at this shop	Choose **Unblock barber**
Block entire shop	New online bookings with every barber at this shop location	Choose **Unblock shop**

Shop-wide and barber-specific blocks are independent. **Unblock shop** does not remove a barber's separate block, and **Unblock barber** does not remove an active shop-wide block. Remove each applicable restriction to restore access.

Connected staff can manage their own barber-specific protection. Only the shop owner or a manager with the required booking permission can manage an entire-shop restriction. Other shop locations remain unaffected.

What the client sees and what stays available

A restricted online booking is stopped before a new appointment is saved. The customer sees: **"Online booking is unavailable with this provider. Please contact them directly."** They should contact the barber or shop about access.

No-show protection does not collect a deposit, charge a no-show fee, cancel existing appointments, or prevent you from adding a private manual appointment. The record is not a public review or a platform-wide client blacklist.

If an action is missing or access is still restricted

Check that the appointment was booked online, is confirmed/approved, and has ended. Confirm the selected shop, team member, and your account permissions. If a restriction cannot be saved, check that the customer has a valid email address or phone number.

If a client is still restricted after an unblock, check both the barber-specific and shop-wide settings. For a mistake in the missed-appointment record, use **Undo no-show**; to restore booking access, use the separate unblock action.

For more help, see Premium client management or Shop Booking customer management.