What Notifications Do My Clients Receive?

Notifications, Payments & Reviews · https://haircutnow.com/docs/what-notifications-do-my-clients-receive/

For eligible paid online bookings, Haircut Now uses the appointment messages configured for the booking system.

Messages clients may receive

Depending on enabled notifications and the appointment’s status, these can include confirmation, reschedule or cancellation updates, reminders, review requests, and rebooking follow-ups.

Delivery may use email or SMS where configured. Exact reminder timing and channels depend on the active settings; not every appointment receives every type of message.

What to check

Keep client contact details accurate. Review the saved service, date, time, location, and price in the appointment record.

If a message does not arrive, check the booking record first. A missing message does not necessarily mean the booking failed. Verify the email address or mobile number, check spam folders, and contact support for repeated failures.

Free manual calendar entries

Free listing manual entries do not send automated booking email/SMS notifications. Adding or importing a contact alone also does not send an appointment message.

See Premium booking help for setup and daily management.