

# Phorest

Custom Durations; Payment Links,  
Deposits & Quotes



# Presented by

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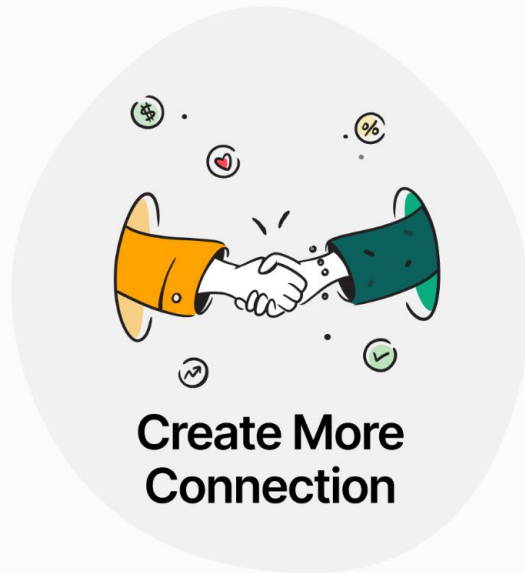
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## Elevating the Client Experience...

Today, we're looking at how these four specific shifts in our digital workflow can transform the way we interact with our clients and, just as importantly, how our team operates day-to-day.





+10 mins

+0 mins

+15 mins

Custom Service Times

# Custom Durations

per client

Phorest

Rich Cullen 30248 SUPPORT

18:21 Sun 18 Jan 2026

All Staff - Filtered Clear

Sunday 25 January 2026 in a week

Day Week

Today Mon Tue Wed Thu Fri Sat

Connie Cooper 0852231333 Ladies' Cut 12:50 - 14:05

15mins longer

15mins longer

Sam Massari 0856565555 Massage - Full Body 12:00 - 12:30 Paddy's Room

Break 12:30 - 13:00

Fealan Herriott 0858174732 The Basic Belle - NEW UPDATE 13:00 - 14:30

Marketing 13:30 - 14:00

Zoe McDonald 0876677878

### SERVICE CUSTOMIZATION

CLIENT  
Connie Cooper

STAFF  
Any staff

PRICE  
Default

DURATION  
65 mins

Save



# Custom Durations

The ability to set service prices and durations for individual clients that will apply automatically upon booking (in store and online)

## Custom Durations Helpsheet

**Tip:** Setting individual prices and durations is only available in Phorest desktop, Once set, the clients individual pricing and durations are available to use in PhorestGo, Online Booking & Desktop



No shows with  
No Deposit

# Payment Links

**Appointment details**  
Tuesday, 27th January

**Pamela Synnott**  
0861030211

Client card Appointment history Assign Treatcard

**Deposit options**

- Stored Card
- Enter card
- Payment Link
- Use Terminal

Deposit amount  
\$10.00

**Send Payment Link using SMS**  
Send payment link to 0012165383701

**Send Payment Link using Email**  
Send payment link to samuel.massari+test@phorest.com

**Auto Cancel Appointment**  
Removal of the appointment if the deposit isn't paid when the link expires.

**Add expiry to Payment Link**  
Expire the payment link after a defined time period.

**Link Expiry Deadline**  
Define how long after the appointment the payment link should expire.

48 Hours



# Setting up Payment Links:

## 1. How to enable Payment Links

## 2. Adding your online disclaimer

## 3. Manage your templates

## 4. Sending your Payment Link

### **Tips:**

- Payment Links are only available on Phorest Desktop or Web login
- Any SMS sent using this feature are at the clients standard package rate



# What does this look like for a client online:

### Payment Link Checkout

#### Review and confirm

<b>9 May</b> at Alter Ego approx. 1h 45mins	starting at <b>10:00 AM</b>
<b>Full Head Highlights</b> 10:00 AM with Megan	<b>\$250.00</b>
<b>Signature Cut</b> 11:45AM with Megan	<b>\$65.00</b>

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#### Payment details

**Card**

Card number	Expiration date	Security code
1234 1234 1234 1234	MM / YY	CVC

VISA MASTERCARD

<b>Total</b>	<b>\$315.00</b>
<b>Deposit due now</b>	<b>\$157.50</b>
Remaining	\$157.50
<b>Payment due on arrival *</b>	<b>\$157.50</b>

[Accept regulations](#)

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#### Important information To confirm

We value your time and ours. If you need to cancel or move your appointment, please provide at least 24 hours' notice.  
Late Cancellations: Cancellations made within 24 hours of the appointment may incur a fee of 50% of the scheduled service.  
No-Shows: Failure to arrive without notice will result in a charge for the full value of the service.

I understand and accept this statement.

Bookings can be cancelled or changed online up to 1 hours in advance of your visit with no extra charge. If you fail to adhere to the cancellation policy as stated under the terms and conditions your payment method may be charged the remaining balance of your booking amount. Prices are guidelines only



# Deposit to Wallet

Spicy Salon  
12345  
Jared Carpenter

pm  
Jan 2026

Appointments

Clients

Marketing

Purchase

Manager

Chat

Phorest

Sunday 25 January 2026  
Today

All working staff Clear

Day Week Date

Day > Week >> 6 + v

Today Tue Wed Thu Fri Sat Sun

Jennie Pauline Jamie Fred Kzenia Nicola

9 AM  
15  
30  
45  
10 AM  
15  
30  
45  
11 AM  
15  
30  
45  
12 PM  
15  
30  
45  
1 PM  
15  
30  
45  
2 PM  
15  
30  
45  
3 PM  
15  
30  
45  
4 PM  
15  
30  
45  
5 PM  
15  
30  
45

James May Hair Cut 09:30am - 11am

Joanna Voyanna Nails 09:30am - 10:15am

Luola Van Der Sar Nails 10:15am - 11:15am

Mary Jane Hair Cut 11am - 12:30am

Faroula Santos

1:17

Louise Faton Hair Cut 2:15pm - 3:45pm

Laexel Vashak Nails + Massage 2:15pm - 3:30pm

Leo D'In Hair coloring 2:30pm - 3:30pm

Leo D'In Hair boost 3:30pm - 4:40pm

Marco Gray Hair Cut 4:00pm - 5:30pm

Faroula Santos Nails 4:15pm - 5pm

Juliana Congaterra Hair makeover 4:40pm - 6pm

Cleanup and bye bye

Anna Zip Hair Style 09:30am - 10:45am

Joanna Voyanna Nails 09:30am - 10:15am

Good morning! Check your station

Good morning! Check your station

Keo Tropes Balayage + XTSpicy 10:45am - 12:15am

Pauline Vegetti Wedding hair 12:45pm - 2:30pm

Leo Lyons Hair coloring 2:30pm - 3:30pm

Leo Lyons Hair boost 3:30pm - 4:40pm

Juliana Congaterra Why are you reading this? 4:45pm - 6pm

Catlr needs a nap

This booking is protected by PhorestPay

Cancellation charge

Refund deposit

How would you like to refund this amount?

Original payment method

Add as credit to their account

🥰



# Deposit to Wallet



The ability to cancel an appointment and refund the clients money onto their account, rather than refunding to their payment card.

## [Deposit to Wallet helpsheet](#)

**Tip:** Cancelling an appointment and sending the deposit to account is only available [in Phorest desktop](#).





# Stored Quotes

Client: Alex Jones (Client since Aug 2023)

Quotes generated

Date created
03/15/2025
04/01/2025
05/22/2025
06/10/2025
07/07/2025
08/18/2025
09/05/2025
10/29/2025
11/11/2025
12/24/2025

Showing 1 to 10 of 12 Quotes

Generated quote

Date: Wednesday, 26 October 2026 at 15:54

Staff	Item	Quantity	Discount	Price
James May	Haircut	1	0	80
James May	Shampoo	1	0	12

Total: \$92.00

Print, Email to client, Delete quote

Options Close

Create a quote and print or email to client

Shear Perfection  
Quote for Mallory Smith  
October 26, 2026

Staff	Item	Quantity	Discount	Price
Jamie Lee	Haircut	1	None	80.00
Frankie Joe	Shampoo	1	None	12.00

Amount due: \$92.00  
Total: \$92.00



# Set up for Stored Quotes:

## How to set up your Quote Disclaimer

**Tip:** Once stored, quotes are read only, and must be recreated as an appointment or in the purchase screen.



# Help Sheets

1. [Custom Durations](#)
2. [Payment Links](#)
3. [Deposit to Wallet](#)
4. [Stored Quotes](#)

**Missing Features?**  
**[Click here](#)**

**Phorest Grow Homepage**  
**[Click Here](#)**