



cancellation policy/ No Show policy

CANCELLATIONS OR NO-SHOWS

We will do our best not to cancel or re-arrange your appointments and to run to time. We really appreciate you doing the same.

OUR CANCELLATION POLICY

We understand that sometimes you may have to cancel an appointment. Please give us at least 48 hours' notice, otherwise a cancellation fee of 50% of the cost of your service or treatment will be charged.

We will take your payment details at the time of booking certain appointments with us.

It is very difficult to fill appointments at short notice, but if we do we will not charge you a cancellation fee.

If you need to cancel, please give us a call. Please don't text, email or put a message on social media.

PAYMENT DETAILS

Before we take your payment details to cover a cancellation charge or a deposit or advance payment, we will confirm:

- The service or treatment you have
- The total price of the service or treatment booked or how the price will be calculated if an exact price cannot be given.
- The time and date of the appointment.

DEPOSITS

A deposit of 50% of the cost of your service or treatment will be charged if you:

- missed your last appointment with us; or
- are a new client; or
- are booking certain appointments online; or
- are booking for an appointment lasting more than two hours, such as hair colour or for a series of appointments.

The deposit will be taken when you book certain appointments and will be taken off your bill when you pay for the service or treatment you have received. The deposit will be fully refunded if you cancel, as long as you give us at least 48 hours' notice.

If you give us less than 48 hours' notice but we are able to fill the appointment, we will either refund the deposit or put it towards the cost of your next appointment.

The deposit will be fully refunded if a service or treatment is unsuitable for you or cannot be provided for any reason.

ADVANCE PAYMENTS

We will take payment in full at the time of booking:

- for an appointment lasting more than two hours, such as hair colour or;
- if you missed your last appointment with us.
- Or if you would like to pay in full before entering the salon, any additional add ons or retail could then be payed for separately at the end of your service.

In case of a late cancellation or no-show, we will keep an amount of the advance payment that genuinely reflects the loss we have suffered as a result of the late cancellation or no-show.

If we are able to fill your slot, we will only keep an amount of the advance payment which covers our costs of finding another client.

KEEPING TO TIME

If you are running late, we will do our best to fit you in, but we may not be able to provide the full service or treatment.

Thank you

This document was provided by the NHF/NBF.

