

Booking and Cancellation Policy

COVID-19 has come with many challenges. We want to continue to deliver our client experience as well as ensuring our business is still successful. By introducing our online booking and payment system we can meet the needs of both you and the business. We now operate a 'strict' cancellation policy. This can be seen via confirmation of your appointment on our system and at the foot of all appointment emails, it is not hidden, and you agree to this policy when confirming.

Charges will be waived and deducted from your next appointment if your slot is filled from our cancellation list.

Cancellations

- * Cancellations must be made no less than 48 hours ahead of appointments.
- * Cancellations can be made online or via the salon.
- * Multiple cancellations will incur a non-refundable booking fee at the time of booking.
- * Late cancellations and 'no show' will incur charges.

Booking

- * All online bookings are subject to confirmation.
- * Free cancellation up to 48 hours ahead of appointment time.
- * A 50% charge is applied if cancelled within 48 hours of appointment time.
- * A 100% charge is applied if you do not attend your appointment.
- * All clients are asked to confirm their appointments.
- * Appointments not confirmed may be subject to cancellation by the salon.
- * All clients will be required to confirm via system or pay a 50% deposit at the salon.
- * A 50% deposit will be required if you do not attend two consecutive appointments.