

Salon Policies.

Booking Fee:

We require a non-refundable 25% booking fee on all services. The appointment is not secured until the booking fee has been paid. The final balance will be payable at the end of your scheduled appointment.

Cancellations / No Shows:

We respectfully request a minimum of 48hrs notice if you need to cancel or rearrange any appointments booked. Clients cancelling or rearranging with less than 48hrs notice will lose the 25% booking fee & will be required to pay a further 25% booking fee in order to make another appointment within our salon.

Should you fail to show up for your scheduled appointment without any prior notice, you will lose your 25% booking fee. To re-book another appointment 100% payment will be required upon booking to secure service required.

Should you fail to show up for an appointment without any prior notice & you have booked online, the full payment of the service booked will be taken without further notice.

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Late Arrivals:

Should you arrive 15 minutes after your scheduled appointment time, your stylist may no longer be able to carry out the service booked, thus resulting in the loss of the 25% booking fee. In order to re-book said appointment a further 25% booking fee will be required. *

Refunds / Complaints:

Under no circumstances do we offer a refund for any service. If you are unhappy with your finished look you can discuss with your stylist before leaving the salon or book an adjustment appointment within a 2 week period of original appointment at no extra cost to you. We have a complaints procedure upon request should you require to see it.

Age Restrictions:

You must be a minimum of 16 years of age to book a chemical service within salon, this is British law & will void salon insurance.

*** The salon reserves the right to use its discretion in certain circumstances.**