

No-show/cancellation 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. You can cancel for free up to 48 hours ahead, otherwise you will be charged 30% of the service or treatment price for late cancellation or 50% for not showing up.

When booking your appointment online through our booking system, FRESHA, you will be required to secure your appointment with a payment card. You will not be charged at time of booking but payment will be collected if there is a late cancellation or no-show.

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 or use our online booking system. Please don't text, email or put a message on social media.

ADVANCE PAYMENTS

We will take payment in full at the time of booking if you have missed 2 or more appointments with us.

In case of a late cancellation we will keep 30% of the value of service or treatment or for no-show we will keep 50%.

DEPOSITS FOR HAIR EXTENSIONS

A non-refundable deposit of at least 50% will be required before any hair extension services. This is to order the hair extensions that is tailored to you and to secure your booking. Your booking will not be secure until payment of deposit is made.

The non-refundable deposit will be taken when you book your appointment and will be taken off your bill when you pay for the service or treatment you have received. If you decide to cancel your appointment your deposit will not be refunded.

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

