

# Deposit & Cancellation Policy

## Cancellations

We get extremely busy so our salon policies and structures keep us super organised and ensure that our time is spent giving our clients the service they expect, and nothing less.

We absolutely understand that sometimes unexpected things happen and rescheduling, or appointment adjustments, become necessary.

We respectfully request a minimum of 48 hours notice for cancellations. Any time after 48 hours will seriously affect the chances of us being able to re-sell the cancelled appointment slot and may result in a cancellation charge.

## Reminder

A text message reminder will be sent to all customers 72 hours prior to their appointment.

Please note if the cancellation is made within 48 hours of the appointment, a late cancellation fee may apply.

## Cancellation charges

Should you need to cancel your appointment with short notice (within 48 hours) we will do our utmost to re-sell the appointment.

If the appointment is not filled, then you will be charged a cancellation fee.

We will only ever charge a cancellation fee which is fair and covers the loss of the cancelled appointment. We can provide a detailed breakdown of the cost which is due in the event of a last minute cancellation if required.

How to pay a late cancellation fee:

You will not have to take any action. Our booking system will automatically charge the card we have on our system once it detects that your appointment has not been re-sold.

Deposits

We will not ask you to pay a deposit for your booking. Instead we will kindly request card details to be stored on file. This removes the need for deposits.

We will only charge a cancellation fee in line with our cancellation policy.

In the event of a cancellation, we will make every endeavour to fill the cancelled appointment with another full paying service.

If we are able to fill the cancelled appointment then the cancellation charge will not be applied.

If we have not been able to fill the appointment then the cancellation charge will be applied and the card on file will be debited to cover the expense of the cancelled appointment.

## Head Office Extensions

Following a complimentary consultation for hair extensions we will provide a quote for the cost of hair and products plus a quote for fitting.

The cost of the hair and products is payable upfront and is non refundable as once this is ordered, it cannot be returned.

The cost of the fitting is payable on the day of the appointment.

Appointments require your card details to be on file.