



Cancellation Policy and Booking Fee

As a courtesy to our stylists we kindly ask you to give us 48 hours notice if you wish to rearrange, cancel or make a change to your appointment. Where 48 hours notice is not given a 50% charge will be applied. Less than 24 hours prior to the appointment or failure to attend/notify us will incur a 100% charge of the service booked. If you arrive late we will accommodate you as much as possible however you may be charged for the whole appointment.

All charges must be paid prior to booking a further appointment.

Clients who have previously missed 2 or more appointments will politely be asked to pay 50% of their requested service prior to booking their appointment once any outstanding charges have been cleared.

If you have booked in a service of £100 or more a booking fee will be required to secure this appointment, this non-refundable booking fee will be required at the time of booking. The amount is dependent on the requested services.

We completely understand that things can happen at the last minute and can assure you that we will always be understanding and sympathetic in certain circumstances. We know these policies may be frustrating for Clients who have to cancel at short notice for genuine reasons or who arrive late through no fault of their own and we will endeavour to accommodate you as much as possible, however we also have a duty to our other Clients to keep to their appointment times.

Our Stylists run busy columns and a late cancellation or no show for an appointment means someone on the waiting list misses out. We will happily rebook a new appointment for you as soon as possible though the above may apply.

Thank you for your loyal custom and for acknowledging this cancellation and booking policy