

Due to a number of issues relating to missed appointments/late re-scheduling, it is unfortunate that we must now request a 50% deposit for ALL appointments requiring services that last 2 hours or more.

A DEPOSIT of 50% of the total expected cost of your service or treatment will be charged if you:

- missed your last appointment with us; or
- are a new client; or
- are booking for an appointment lasting more than two hours.

The 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.

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.

We understand that sometimes you may have to cancel or rearrange your appointment. Please give us at least 48 hours' notice, otherwise the DEPOSIT is NON-TRANSFERABLE as this does not give us ample opportunity to refill the original appointment time.

If you need to cancel or rearrange, please give us a call us 01895 679 177. Please do not email or put a message on social media.

Before we take your payment details to cover the DEPOSIT, we will confirm:

- The service or treatment you have booked.
- The salon/barbershop or business name, location and contact details.
- The total price (including any taxes) of the service or treatment booked or how the price will be calculated if an exact price cannot be given.
- The time and date of the appointment.

The deposit will be fully refunded if a service or treatment is unsuitable for you or cannot be provided for any reason.

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