

CANCELLATION / NO SHOW POLICY

I completely appreciate that things crop up, and sometimes appointments need to be changed, which is why I allow cancellations and reschedules free of charge, up until 48 hours before your appointment date.

All appointments cancelled with less than 48 hours' notice will now be charged £25.

Unfortunately, less than 48 hours' notice makes it difficult for me find someone else to fill your appointment, meaning I lose out. Following cancellation, an email will be sent including a payment link. You will need to pay online within 24 hours before any more appointments can be booked, and any future bookings you have will be cancelled if the fee is not paid within the allocated time. More than two last-minute cancellations will result in a full deposit being requested when booking future appointments.

Please be assured that this isn't personal! To be clear, this doesn't mean I hate you, I'm annoyed, or I don't want you to rebook with me ever again. It's simply a case of protecting my income, which is the money that pays my bills and puts food on the table.

If you do not turn up for your appointment, no matter what the reason, 100% of the service booked will need to be paid. The fee for this will also be sent via email and you will need to pay a full deposit when rebooking.

CHANGES TO SERVICES ON THE DAY POLICY

At the time of booking, I allocate the time needed for the service you have requested, with each appointment carefully timed to fit in with one another. This means if you change your mind on the day, it has a knock-on effect for other clients.

If you need to change the service you've booked in for, you must let me know at least 48 hours prior to the appointment. Otherwise, I won't be able to accommodate changes on the day, and you will be charged for the service you are booked in for, regardless.

All reminder texts and emails inform you of the exact service you have selected.

This doesn't include deciding whether you'd like a trim as well as your colour, for reference. I'm not that harsh! It's mainly if you are changing your colour service.