



Cancellation, Rearrangements, 'No Shows' and Booking Fee Policy

Booking fees

A booking fee (by card or bank transfer) is required to confirm all bookings. This fee is 50% of the current price of the booked treatment unless advised otherwise. The balance is to be paid on the day of the treatment before leaving the salon. For new clients, peak times (such as December) and at other times at our discretion, we reserve the right to require a booking fee of 100% of the current treatment price in order to reserve the appointment.

48 hour cancellation policy

We require at least 48 hours' notice for cancellations or rearrangements. Your booking fee will be forfeited if less than 48 hours' notice is given.

'No Shows'

'No shows' will be charged 100% of the current price for the booked treatment. Please note that if you are more than 10 minutes late for your appointment we may have to reschedule your service if it cannot be completed in the remaining time frame, in which case it will be treated as a 'No Show' and 100% of the treatment price will be payable.

Policy date: 1.3.2024

These terms and conditions apply for bookings made directly through the salon. Third party bookings terms (such as Treatwell) may vary.