



DEPOSIT AND CANCELLATION POLICY

Cancellation by Client

We understand that sometimes plans change. However, to ensure we can accommodate all our clients, we kindly ask for at least **48 hours' notice within salon opening hours** if you need to cancel or reschedule your appointment.

Cancellations made with **less than 48 hours' notice of salon opening hours** will be subject to a charge of **50% of the appointment cost**.

Please note, **any deposits made towards the appointment are strictly non-refundable**, regardless of the reason for cancellation.

Deposits

A **50% deposit** is required from all **new clients** to secure any appointment. No booking will be held without this payment.

Missed Appointments

We value our clients' time and strive to provide the best service possible. If a client fails to attend an appointment without the required 48 hours' notice, we reserve the right to **request a 50% deposit** towards their next booking **in addition to the cancellation charge**.

This policy ensures that our time is respected and allows us to continue offering availability to all clients.

Late Arrivals Policy

Punctuality is important to ensure we provide the highest level of service to all our clients. Arriving late may impact the quality of your appointment and delay subsequent bookings.

If you arrive **more than 15 minutes late**, we may need to **reschedule your appointment** to avoid disruption to other clients and maintain our schedule.

Thank you for your understanding and cooperation.