

## SALON POLICIES

### *Late arrivals*

*In order to respect the time of both our clients and our staff, we ask you to arrive on time for your appointment. Clients arriving more than 15 minutes late will be imposed with a £10 fee and clients arriving more than 30 minutes late will forfeit the original appointment and be rescheduled.*

### *Late cancellations*

*We understand that emergencies happen. If you need to cancel your appointment, we simply ask that you notify us of any cancellations or rescheduling's at least 24 hours prior to the appointment. If the booking was made on the same day, notify us at least 3 hours prior. Cancellations that break these rules will cause a £20 fee added to your next appointment. Our booking system allows you to move appointments anytime except for within 24 hours , at this point you will have to contact us directly.*

### *No-shows*

*In the case of missing your appointment without communication, you will be imposed with a fee worth 25% of the missed service. Two or more missed appointments equal being added to our high cancellation list. Payment in full will be required prior to all further treatments.*

### *Service guarantee & refunds*

*Your satisfaction is our highest priority. If you are not completely contented, please let us know during your treatment or within 24 hours after your service has been performed. We are committed to making any needed corrections and if there was a fault on our side, to offer you a refund.*

### *Health history*

*For your comfort and safety, please notify our specialists if you have allergies, any physical issues or disabilities, or if you are pregnant. If you experience discomfort or any other symptoms during the treatment, please alert your service provider immediately.*

### *Right to refuse service*

*Our salon staff has the right to refuse service to anyone behaving improperly, intoxicated or if their state of health may influence the effects of the service.*