

Our t's & c's

Hair Salon Terms and Conditions

1. Appointment Booking

Appointments can be made by phone, online, or in-person.

A deposit may be required to secure certain services (e.g., hair color, bridal styling).

2. Cancellation Policy

Cancellations or rescheduling must be made at least 24 hours before the appointment.

A late cancellation or no-show will incur a charge of up to 50% of the service cost.

Deposits may be forfeited for late cancellations or no-shows.

3. Late Arrivals

Clients are encouraged to arrive 5-10 minutes before their scheduled appointment time.

Arriving late may result in a shortened service or rescheduling to another time, which could be subject to a fee.

4. Payment

All services are to be paid at the time of the appointment.

We accept cash, debit, and credit cards (Visa, MasterCard, etc.).

Prices are subject to change without notice.

5. Service Satisfaction

If you are not satisfied with your service, please inform us within 48 hours.

We will do our best to resolve the issue by offering a complimentary follow-up appointment.

Refunds are not provided for dissatisfaction with hair color or styling, but we will gladly offer a touch-up service if necessary.

6. Client Responsibilities

Clients must inform the salon of any allergies, sensitivities, or medical conditions before their appointment.

Any changes in hair condition or texture should be communicated to your stylist to ensure the best results.

7. Hair and Product Care

For optimal results, clients are advised to follow the recommended aftercare instructions provided by their stylist.

The salon is not responsible for damage caused by neglecting recommended care.

8. Privacy and Data Protection

Client details (including personal information and appointment history) are stored securely and will not be shared with third parties without prior consent.

We may use your contact information to send appointment reminders, promotional offers, and salon updates.

9. Health and Safety

All equipment and products used in the salon comply with current health and safety regulations.

We kindly request that clients notify the salon of any medical conditions that may affect their treatment.

10. Right to Refuse Service

The salon reserves the right to refuse service to anyone under the influence of alcohol or drugs, or if they are behaving in an inappropriate or abusive manner.

11. Gift Vouchers

Gift vouchers are valid for one year from the date of purchase and cannot be redeemed for cash. £10 off first visit must be off a FULL priced service, (not applicable on childrens, shampoo & cuts or dry cuts)

Lost or stolen vouchers cannot be replaced.

12. Promotions and Discounts

Any promotions or discounts offered are subject to change and may not be combined with other offers.

Terms for specific discounts or promotions will be provided at the time of booking.

*"To do our best for the world, creating a good life through beauty,
ethics and sustainability"*