

Cancellations

Please be aware that we do operate a strict policy whereby cancellations with less than 24 hours' notice will incur a charge of 50% of the full service value.

No-Shows

All no-shows or cancellations with less than 1 hour's notice will be charged at the full service value.

New Clients

A booking fee of 50% of your full service value will be required upon your first booking. This amount will be added to your personal account and deducted from your final bill on the day.

Highlighting

We may require a 50% deposit of the service value on all major highlighting work 48 hrs prior to the appointment.

No-shows and cancellations really do affect small businesses; please appreciate we operate a very full diary. We try our best to accommodate all our clients and it is unfortunate for all if we suddenly have an available space which no one can use.

Thank you for your understanding.