

Booking & Cancellation Policy

We thank you for your understanding and cooperation in following our booking and cancellation policy

Booking Fee

At the time of making a booking, a \$50 booking fee will be taken and held to secure your colour or chemical appointment. Booking online will require a \$25 booking fee for all services.

Cancellations

Should you need to cancel your appointment, in consideration for other clients who are wanting to secure an appointment we ask you to please do this as soon as possible. Cancellations made within 24 hours of the scheduled appointment time will result in the forfeit of the booking fee. Confirmation texts are sent 48 hours in advance with a follow up call should you not respond in a timely matter.

No-Shows

No Shows for an appointment will result in you losing your \$50 booking fee. Multiple no shows may require you to make full payment of your booked service to secure an appointment in future.

Exceptions

We understand that accidents happen, people get sick and/or emergencies occur. We will do our best to accommodate these rare occasions with grace. We do record these occurrences so as to prevent abuse of the policy. Our goal is to be preventative in order to protect and accommodate our valued clients.

