Salon Policy

Booking Rules

Cancellations Notice

We require 48 hours' notice for any cancellations or rescheduling of appointments please.

If you cancel within 24 hours of the booked appointment, we expect you to pay 50% of the appointment price.

No Shows:

If you do not show up for an appointment without notifying us, you will be charged full price.

3 No shows will risk salon exclusion.

Deposits:

For all services a deposit 25% to 50% (depending on the service) will be required at the time of booking online. Deposits are non-refundable if the appointment is cancelled within 48 hours.

Emergency situations:

We understand that emergencies happen and will make reasonable accommodations when possible. Please reach out to us in these cases.

Appointment times include setting up of room and client changing time before and after treatment

Arrival time

Being on time is essential, clients arriving late will only receive the remaining time of their appointment.

Gift Vouchers:

Must be redeemed within 6 months and are not redeemable for cash.

Clients must present the voucher on arrival at the salon, clients arriving for their appointment without a gift voucher will be asked to pay in full for their treatment.

Prices:

We reserve the right to increase prices and discontinue some treatments without notice

All prices include VAT

Medical Information:

It is client's responsibility to inform us before every treatment, if anything has changed i.e.: Pregnant, medication, illness or injury. This is for your own and others safety.

Mobile phones

As a courtesy when using mobile phones, we require them to be on silent or switched off.

Personal Belongings

We do not accept responsibility for any loss or mislaid personal belongings.

Patch Tests:

All our eyelash / eyebrow treatments require a patch test up to 48 hours before, if you have not had a patch test done you cannot have the treatment done and will be asked to pay for your appointment.

If you are an existing salon client but have not had a treatment done for 6 months you must repeat the patch test.

The policy we have in place is to keep the salon running smoothly, to maintain standards and to protect staff and all our clients