



## Booking and Cancellation Policy

When you book an appointment online or in salon we ask for a booking deposit. We require % of your service booked. This deposit will be used as part payment towards your service and is fully refundable should you cancel within 48 hours of your appointment or if we have to cancel due to staff illness.

Your appointments are very important to The hair Base team. Your appointment is reserved especially for you and, whilst we understand that sometimes changes are necessary, we respectfully ask that you let us know at least 48 hours in advance. Our cancellation policy is strictly 48 hours for all guests. If we don't receive 48 hours' notice to cancel your appointment then we may miss the opportunity to fill the space and guests on our waiting list miss the chance to come and see us. If we don't receive 48 hours' notice to cancel your appointment then unfortunately, your deposit becomes non-refundable.

All returning guests who fail to attend their appointment will have to pre-pay in full for their next appointment booking. We completely understand that things can happen at the last minute and can assure you that we will be sympathetic.

## Punctuality

We kindly request that you arrive on time for appointments so that we can ensure that full treatment time is given to you and to prevent inconvenience to other clients and a consultation form will be filled out on first appointment..

## Payment

We currently restricting cash payment and card would be preferred.

## Safety Precautions

A consultation form must be filled out prior to a treatment being given Please inform us of any medical conditions including



pregnancy when booking, as some treatments may not be appropriate for you.

#### Client information

A mobile number and email address are helpful because we always email and text to remind you about your appointment. Please let us know if you change your mobile number or email address so we always have your current contact details on file at The hair Base salon you have to opt into marketing and we follow GDPR privacy policy