



Booking and Cancellation Policy

When you book an appointment online or in salon you will be asked for a booking fee to secure your booking. We require £10 for anything under £50, £30 for anything over 3 hours but bill total under £100, services over £100 will be 50% of your service. This booking fee will be used as part payment towards your service and is fully refundable should you cancel within 24 hours of your appointment. 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 24 hours in advance. Our cancellation policy is strictly 24 hours for all guests. If we don't receive 24 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 24 hours notice to cancel your appointment unfortunately, your booking fee 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. You will have reminders to your appointment via email on booking and also 48 hours before your appointment if we have your correct details.