



## **Introduction**

Thank you for choosing me for your braiding needs. Please take a moment to review the following terms and conditions before booking your appointment. By booking with me, you agree to these terms.

## **Booking Policy**

Appointments must be scheduled online via the booking site. Walk-ins are not accepted.

A non-refundable deposit of £30 is required to secure your booking. This amount will be deducted from your total service cost.

Please double-check your chosen date and time before confirming your appointment.

## **Late Policy**

Please arrive promptly to avoid causing inconvenience to other customers. If you are late, we may need to amend your requested style to fit within your appointment window.

If you are more than 30 minutes late, your appointment may be canceled, and your deposit forfeited.

## **Rescheduling and Cancellation Policy**

To meet service demand, we may move your booked appointment by 30-90 minutes. This could

include bringing your appointment time forward. If this is the case, we will contact you with a minimum of 3 hours' notice.

Rescheduling must be done at least 24 hours before your appointment to transfer your deposit to a new date. You will be able to reschedule your appointment once free of charge. The new appointment must be within 5 weeks from your original appointment date.

If you are unable to attend the new date, the appointment is cancelled, and your deposit is forfeited. A new deposit will be required to book another appointment.

If for any reason you no longer wish to go ahead with your booked appointment, we ask that you cancel via the 'cancel appointment' button in your booking confirmation email or contact as soon as possible. If you attempt to reschedule or cancel an appointment with less than 24 hours' notice, you understand and accept that your deposit is forfeited and cannot be used for another date.

## **Preparation for Your Appointment**

Please detangle your natural hair to the best of your ability for wash and treatments. Detangling can be time consuming and extend the time and cost of your appointment. Detangling fees start at £20.

If you prefer to freshly wash your hair at home, please ensure upon arrival hair is fully clean, blow dried smooth, with NO OILS added.

If your hair is not prepared as specified, a fee of £20+ will be applied, or your appointment may need to be rescheduled.

## **Service Expectations**

Styles are completed based on your selected service. Any changes must be discussed before the appointment and may incur additional charges.

I reserve the right to refuse service if your hair is in poor condition or if requests are outside of my expertise.

## **Refund Policy**

Due to the nature of braiding services, no refunds will be issued once the service is completed. If you have concerns, please notify me before leaving the salon so adjustments can be made.

## **Health and Safety**

Please notify me in advance if you have any allergies, sensitivities, or scalp conditions.

## **Photography and Media**

I may take photos/videos of your hairstyle for promotional purposes. If you prefer not to have your photos used, please let me know during your appointment.

## **Pricing**

All prices are subject to change. You will be notified of any price updates prior to booking.

## **Salon Etiquette**

Please arrive on time and refrain from bringing additional guests who are not receiving a service.

Be respectful to all staff and clients in the salon.

## **Contact Information**

If you have any questions or need assistance with your booking, please contact me at 07936079231

Thank you for your understanding and cooperation. I look forward to providing you with a beautiful and satisfying experience!