



Deposits for booking an appointment & cancellation / no-show fees

Dear new and existing clients,

Due the current circumstances around flu season and the ongoing situation with Covid-19, we have seen a rise in last minute cancellations and “no shows”.

Because of this we will now be implementing deposits for all bookings, as well as last minute and no-show cancellation fees.

We are a small business still recovering from the effects of Covid-19 lockdowns and cancellations with little to no notice and “no shows” are detrimental to our business.

We thank you for your support and understanding.



Booking deposits and cancellation fees with 24 hours and 'no shows'

To book an appointment, this can be done in person, over the phone or now online via our App which can be downloaded in the App Store.

We require a \$40 deposit to book an appointment. This fee will be deducted from your service total on the day of your appointment, if your appointment needs to be cancelled or rescheduled you can do so with 24 hours or more notice and the fee will be transferred to the next appointment or refunded back to you.

If less than 24 hours notice is given the \$40 booking fee will be forfeited.

No shows will result in an additional fee of 20% of the service price you were originally booked for being charged, please note that no further bookings will be made until this fee is paid.

We have no desire to enforce these fees, so please book with the intention of coming.

We will send a reminder text 3 days prior to your appointment. Please confirm using the link on the text message or call the salon as soon as the text is received if you need to reschedule or cancel.

Due to salon day to day business requirements, we don't have capacity to chase up unconfirmed appointments. So please don't rely on us chasing you for a confirmation.

Thank you for your understanding and support. We look forward to welcoming you to the salon very soon.