



Salon Policies

Late Arrivals

In order to respect mine and my clients time, I ask that you arrive on time for your appointments. Arrivals of more than 10 minutes late may result in a reduced service or the possibility of your full appointment being rescheduled.

This is at my own discretion and I will always try to accommodate, although this may not always be possible.

Cancellation Policy

If you need to cancel your appointment, I politely ask that you notify either myself directly or contact the salon of any cancelling or rescheduling at least 48 hours prior to your appointment. I appreciate that emergencies can occur, although cancellations within the 48 hour period will incur a 50% charge of the total appointment value.

No Shows

If for any reason, you fail to attend your appointment, you will incur a 100% charge of the total appointment value. If you have booked your appointment via Fresha, you have agreed to the strict cancellation policy in place at Steadman and Co.

Service Guarantee and Refunds

I always strive to maintain clients 100% satisfaction. With this in mind if you are not fully satisfy with the service, I ask that you raise this either during your appointment or within 24 hours of leaving the salon. Corrections will be offered at my discretion. Please understand there is a clear difference between myself having made an error and the client changing their mind. No refunds will be issued.

Right to Refuse Service

I maintain the right to refuse service to any person whom is behaving improperly or appears to be intoxicated. New clients are also required to have a patch test 48 hours prior to their appointment. This is the clients responsibility to arrange and if not carried out, risks a refusal of service.

Accompanies

Please refrain from bringing anyone with you to your appointment who doesn't have an appointment themselves.

Children must be accompanied and supervised at all times. This is to respect the safety of our clients and staff.

Other Information

I am a self employed stylist. Therefore, the salon I am based within hold no responsibility for myself or services I have carried out.

Contact

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