



## Salon Policies

### Late Arrivals

*I completely understand that things may happen out of our control but in order to respect my time, I ask that you arrive on time for your appointments. Arrivals more than 10mins late may result in a reduced service or the entire appointment being rescheduled. However I will always try to accommodate.*

### Late Cancellations

*I politely ask that if you need to cancel or reschedule your appointment you contact either the salon or myself with at least 48hours notice. Any cancellations with in the 48hour period prior to your appointment will result in a 50% charge of the appointment total.*

### No Shows

*In the event of you missing your appointment a 100% fee of the appointment total will be charged.*

### Service Guarantee & Refunds

*My highest priority is your satisfaction, if you are not completely satisfied with any part of your appointment please let me know during or within 24hours after your service has been completed. So that corrections can be discussed and completed at my discretion. No refunds will be issued.*

### Consultations

*For your safety and comfort you will be required to complete a consultation form and have a skin test at least 48hours prior to your appointment. During this time please notify me of any allergies or illnesses to ensure your service can be carried out.*

### Right to refuse

*I reserve the right to refuse any service to anyone intoxicated or behaving improperly during any part of the service. A service may also be refused if the appropriate skin tests haven't*

*been performed prior to your appointment.*

*Accompanies*

*Please refrain from bringing anyone with you who does not have an appointment themselves. For the safety of all clients and staff children must be accompanied and supervised at all times.*

*Other information*

*As a self employed stylist the salon I am based within have no responsibility towards myself or any services I have carried out.*

*Contact information*

*Text - 07738298033*

*Email - hairbytonicooke@yahoo.com*

*Instagram - @hairbytonicooke87*