



## **Salon Policy**

If you need to cancel your appointment then please let us know within the 24 hours' notice period. If you don't cancel within the given time or don't show up for your appointment, then there will be a 50% charge off your service price.

Please note that if, for any reason a child, does not get a haircut in the required booking appointment then there is still a charge.

If you need to cancel or change your appointment, then please let us know as soon as possible. We completely understand that things come up and people get sick. However, this still has a great impact on the business.

If you arrive 10 mins late for your appointment, then we will need to reschedule the appointment. We must consider other families in this instance and the effect it causes on the salon. Please give yourself plenty of time to get to your appointment and consider traffic and parking. Also, keep in mind some children need time to settle into new environments.

To ensure a calm, safe, and positive experience for our children, families, and team, we kindly ask that the minimum number of people attend each appointment. A maximum of two adults per appointment may attend an appointment when the salon is busy.

If you're going from a long hairstyle to short then please select our restyle service online. If you have booked the wrong appointment, then the stylist will make the decision to reschedule or offer another appointment that can fit into the allocated time you have booked.

Please confirm and agree on your desired hairstyle before your stylist starts cutting. Our stylists have invaluable knowledge and experience with children and are very honest about what is achievable on moving kids.

If a child becomes too distressed or the haircut becomes too dangerous then our stylists can make a professional decision not to go ahead. Please respect your stylists' decision.

Please contact us before your appointment to discuss how we can help you prepare your child for these visits and answer any questions you have. We are here to help.

Thank you for being kind and understanding.

Naomi Angus, **Salon Owner**