

Confirming Your Appointment

We ask that you please confirm your appointments 48 hours prior (via our confirmation text). If you need to cancel / reschedule this time allows us to be able to fill your unwanted appointment with someone else off our waitlist. If you need to cancel or reschedule outside of our opening hours, please just reply "No" to our confirmation txt & we can get back to you for rescheduling.

Cancellation Policy

We require a minimum 24hours notice to cancel or reschedule your appointment or a 50% fee of your booked services will be charged.

If you'd like to reschedule within 24 hours of your appointment time & you want to reschedule for a new date, you will need to pay a the 50% before rescheduling. However, we realise unexpected things can pop up and we are understanding to this.

No-shows will also be charged 50% of service cost.

Late Policy

Please arrive on time for your appointment & allow time for traffic and parking. As our services are time allocated, being late may result in your appointment being cut short and you will be charged for the full service which was initially booked.

Clean Dry Hair

Please arrive with clean, dry hair. If you are having a colour or styling service, we ask you arrive with clean dry hair.

For colour services no less than 2 days from your last wash, or for formal styling we ask your hair to be washed the day prior.

No extras

Please be mindful when bringing children/friends to your appointment. The salon can be a busy space and accommodating for extras can be a tight fit. Our tools and equipment can be dangerous to little fingers and people. At U.R.unique we pride ourselves on offering a "one-on-one" boutique service between you the client & your stylist, by minimising the numbers in salon we can ensure your time with us is as relaxing as possible, not just for you but for all of your clients.

Covid - 19 / Sickness

We ask if you have tested positive to covid within the last 7 days or are unwell / have any flu like symptoms to please reschedule your appointment for the safety of our staff and other clients.

Redo / Product Policy

If for any reason you're not 100% happy with the service you have received we ask that you reach out within 7 days of your appointment. We will happily correct anything that is within reason of your original appointment & consultation. We do not offer refunds.

The use of non professional brands or products can compromise the integrity of your hair and impact the desired result of your service. We offer free at home care advise/ product recommendations personalised to the individual. Failure to disclose the use of/ continuing to use these against our advice we are not at fault for any colour reactions or we cannot guarantee the longevity of your colour.