



# *Salon Policy*

## *Update*

### *Cancellation policy*

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 cancel with in 48 hours of your appointment time more than once, we will ask a non-refundable \$50 deposit to be paid for your next appointment. However, we realise unexpected things can pop up and we are understanding to this.

### *A few things to consider*

Please arrive 5-10 minutes early to your appointment, this will allow 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 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 old, 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. Especially during the Christmas period, we are heavily booked, and the salon will be at capacity we may not be able to accommodate them in our space so please call ahead.

### *Covid Check in*

We understand we have all your contact details on file, but it is a legal requirement from the Tasmanian Government to check in when coming to the salon. No matter the length of time you are here, all appointments and visits/sales must check in. You will find QR codes on both our door, reception desk & at each station.