



TO ALL OUR DEAR CUSTOMERS

Important Information regarding appointments

Here at Simply Hair we are very understanding when it comes to cancelling your appointment due to an emergency. However, as our busiest weeks are approaching a few terms and conditions will apply when you make your appointment.

When you book your appointment, an specific time period is allocated to you. Please arrive on time, and be aware that if your appointment is longer than 2 hours, a parking permit will be required and that this can take an extra 5 minutes for you to organise. If you are running late, please ensure you call to let us know. If you are running extremely late, we may not be able to offer the service you are booked in for, as this can make us run late for the next client. If we are running more than 15 minutes late, we will call to inform you.

If for some reason you need to cancel or rearrange your appointment please give us 48 hours' notice and we can try to fill this gap. However, if you cancel within 24 hours a 50% charge for your chosen service will be applied as it is unlikely we will be able to fill this appointment.

If you fail to turn up for your appointment a 100% fee will be charged. Failing to turn up to your appointment on more than one occasion will mean that you will need to pay for future appointments up front, or you will not be able to make another booking.

We hope that these occurrences don't happen, but we are a small business and these rules need to be in place.