

Cancellation Policy

Due to an increase in last minute cancellations/no shows, we are having to introduce a cancellation policy.

As we are a small & busy salon we have a daily waiting list for appointments & where a late cancellation/no show occurs, we cannot fill the appointment in time, resulting in disappointing our clients, which we never want to do.

As courtesy to our therapists & other clients we require at least 24 hours notice should you need to cancel or rearrange an appointment.

Missed appointments ("no-shows") & last minute cancellations (less than 24 hours) will incur a 50% cancellation charge of the treatment price.

Thank you so much for your understanding and cooperation on this matter.

Kelly



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spa and beauty