

# Booking Terms & Conditions

These Terms & Conditions apply to all appointments booked with Hair Now & Beauty Now (online, in-salon, or by phone). By making a booking, you confirm you have read and agree to the following.

## 1) Appointments & arrival times

- Please arrive on time for your appointment.
- If you arrive late, we will do our best to accommodate you, however your treatment time may be reduced.
- If we are unable to complete the service due to late arrival, it may be treated as a late cancellation and charged accordingly.

## 2) Cancellations, changes & no-shows

Please call the salon should you need to change your booking.

- Any **no-shows** or **cancellations within 24 hours** of the booking start time are liable to be charged at **up to 100% of the booking value**.
- Payment details will be stored on your profile and used to charge a no-show fee if you fail to show for this appointment or any future appointments, **irrespective of how they are booked**.
- If you wish to remove your payment details, you can login via **My Bookings My Profile Payment Details** and remove your card details.
- You may be asked for payment details again in future when booking online.

## 3) Deposits (where required)

- Some services may require a deposit to secure the appointment.
- Deposits are non-refundable and are redeemable against the booked service, provided you attend your appointment or reschedule in line with our cancellation policy.
- If a deposit is required, we will advise you at the time of booking.

## 4) Patch tests & suitability checks

For certain treatments, a patch test is required to help check for allergic reactions.

- If you are **new to the treatment**, haven't had it with us recently, or have had changes to your health/medication, you may need a patch test.
- Patch tests must be completed **at least 2448 hours before** your appointment (depending on the service).

- If a required patch test hasn't been completed in time, we may need to **reschedule your appointment**, and our cancellation/deposit policy may still apply.
- A patch test reduces risk but does not guarantee that a reaction will not occur.

If you're unsure whether you need a patch test, please contact us before booking or as soon as possible after booking.

## 5) Health, allergies & medical information

- Please inform us at the time of booking (and again at your appointment) of any allergies, sensitivities, injuries, medical conditions, pregnancy, or medications that may affect your treatment.
- We may refuse or modify a treatment if we believe it is not safe or suitable.

## 6) Treatment results & maintenance

- Results can vary from person to person.
- For best results, please follow any aftercare advice provided.
- Where maintenance is required (e.g., infills, ongoing treatments), we'll advise recommended timeframes.

## 7) Children, guests & salon environment

- To help us maintain a calm, safe environment and keep appointments running on time, please attend your appointment alone unless you have arranged otherwise with us.
- Children must be supervised at all times.

## 8) Personal belongings

- Please keep your personal belongings with you.
- We cannot accept responsibility for loss or damage to personal items.

## 9) Pricing

- Prices are subject to change.
- If you are unsure of the cost of your booking, please ask before your appointment.
- Additional time/product (e.g., complex nail art, extra length/thickness, corrective work) may incur an additional charge we will discuss this with you where possible.

## 10) Right to refuse service

- We reserve the right to refuse service to anyone behaving in an abusive, threatening, or inappropriate manner.
- We may also refuse service if we believe a treatment is unsafe or unsuitable.

## 11) Contact details

Please ensure your contact details are correct so we can reach you if we need to discuss your appointment.

## 12) Questions

If you have any questions about these Terms & Conditions, patch tests, deposits, or your booking, please contact the salon and we'll be happy to help.