



Appointment & Cancellation Policy

To secure your appointment, a small booking fee (**£1**) is taken at the time of booking and card details are stored securely on our system.

This booking fee is **deducted from the cost of your service** when your appointment goes ahead.

Cancellations & Amendments

We require a **minimum of 48 hours' notice** to cancel or amend an appointment.

Automated text/email reminders are sent **two days prior to your appointment at 9am**, regardless of appointment time.

- **Cancellations or changes made more than 48 hours before the appointment.**
No charge will apply and the booking fee will be refunded.
- **Cancellations or changes made within 24-48 hours of the appointment**
A charge of **50% of the booked service value** will be applied.
- **Cancellations within 24 hours or failure to attend (no-show)**
A charge of **100% of the booked service value** will be applied.

Where a late cancellation or no-show charge applies, the initial booking fee is **retained and offset against the total charge**.

Charges are calculated based on the **online booking ("from") price**, which represents the minimum cost of the service.

For regular clients whose bookings are adjusted to their usual service, charges will reflect the **regular service value** where applicable.

Online Booking Prices

All online and new client bookings are listed as "*from*" prices and act as a guideline only. Final pricing may vary depending on consultation, hair history, condition, and services required. These bookings are treated as a placeholder until confirmed by the salon.

Allergy / Skin Testing

An allergy test is required:

- For all **new colour clients**, and
- For **existing colour clients** who have not had a colour service with us in the **previous 3 months**.

Allergy tests must be completed a **minimum of 48 hours** prior to the appointment.

Failure to attend for an allergy test will result in the colour service being unable to proceed, and **late cancellation charges will apply**.

Additional Information

- Please contact the salon as soon as possible if you are unable to attend your appointment.
- All prices are subject to consultation and may vary based on hair condition, history, and target result.
- Clients in their first trimester are advised to consult their GP or midwife before booking chemical services.

We appreciate your understanding and respect for our time and our team.

Team Avalon 