



We value your time and we hope you value ours. Please see below our current Salon policies:

WHEN BOOKING AN APPOINTMENT:

For all appointments that exceed a 2.5-hour duration we require a non-refundable (but transferable*) deposit of \$150. Here are some examples of what type of appointment would require this deposit:

- Blondes
- Balayage
- Colour corrections
- Cezanne smoothing
- Hair Extensions

Your deposit can be paid instantly over the phone when booking your appointment or in Salon. However, to avoid your appointment being cancelled the deposit will need to be paid within 7 days of making the booking, but no later than 48 hours before your appointment.

*Deposits maybe transferred to a new appointment date provided any changes are made 48 hours or more before the appointment. If you cancel or change your appointment less than 48 hours before, your deposit will be lost and a new one will be required for a future appointment.

CANCELLATION FEES

If you need to cancel or reschedule your appointment, please do so with 24 hours notice. Reminder text messages are sent out at 8am the day prior to all appointments to allow enough time for any changes. If you cancel an appointment on the same day as your appointment, you will be charged the following fees:

- For smaller colour and cut services: \$103
- Large colour and cut services: \$119
- Cezanne Smoothing services: \$159
- Hair Extensions: \$159 plus any deposits paid for physical hair extensions will be lost.

"NO SHOW'S"

If you "no-show" for your appointment you will be charged the following fees:

- For any ladies' haircuts: \$49
- Blow wave (with Junior staff): \$19
- Blow wave (with Senior staff): \$31
- For smaller colour and cut services: \$103
- Large colour and cut services: \$119
- Cezanne Smoothing services: \$159
- Hair Extensions: \$159 plus any deposits paid for physical hair extensions will be lost.
- Any deposits paid for secure a booking will also be lost if a "no-show" occurs.

APPOINTMENTS FOR MINORS:

We ask that a parent or guardian is present for the entire consultation if the person having their hair done is 16 years of age or under.

We appreciate your understanding.

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