

Sales Appointment Etiquette

At Curls Salon, we appreciate that your time is important and will always do our best not to cancel or re-arrange your appointments and to run to time. We really appreciate you doing the same.

Appointment no-shows or last-minute cancellations impact on our ability to provide services to our other clients and cost our business money. If you are running late, we will do our best to fit you in, but we may not be able to provide the full service or treatment and this may then unfortunately become a cancellation

Our Cancellation & Deposit Policy

We do understand that sometimes you may have to cancel an appointment so we ask that you please give us at least 48 hours' notice, otherwise we reserve the right to charge a cancellation fee of 50% of the cost of your service or treatment.

If you need to cancel or re-arrange, please give us a call - Please don't text, email or put a message on social media as these may be missed.

Our stylists are in high demand but it can still be very difficult to fill appointments at short notice

A deposit of 50% of the cost of your service or treatment may be taken if you:

are booking for an appointment lasting more than two hours, such as hair colour or straightening service for example, or for a series of appointments

are a new client; or

missed your last appointment with us

Before we take your payment details to cover a deposit payment, we will confirm the service booked, the total expected price and the time and date of appointment.

The deposit will be taken when you book your appointment and will be taken off your bill when you pay for the service or treatment you have received. The deposit will be fully refunded if you cancel, as long as you give us at least 48 hours' notice.

If you give us less than 48 hours' notice but we are able to fill the appointment, we will either refund the deposit or put it towards the cost of your next appointment.

The deposit will be fully refunded if a service or treatment is unsuitable for you or cannot be provided by us for any reason.

In case of a late cancellation or no-show, we reserve the right to keep an amount of the deposit that genuinely reflects the loss we have suffered as a result.

Thank you for your understanding.

Curls Salon