

OUR FAIRNESS & CANCELLATION POLICY

From now on, when you book a service over an hour and a half long (usually for a new colour, balayage or lots of highlights), we'll ask you to pay a non-refundable 25% deposit to secure your booking.

HOW IT WORKS



Pay 25% up front when you book online (or we'll take the payment over the phone)



We'll remind you a couple of days before your appointment via texts and email



Then, you just need to pay the balance after your treatment

NEED TO RESCHEDULE?

Just let us know and we'll transfer your deposit to your new booking. If you decide to cancel your appointment altogether, no problem — you can use your deposit to buy products in the salon. However, if you cancel last minute (less than 48 hours), we may need to charge the full cost of your session.