**CANCELLATIONS OR NO-SHOWS**

We will do our best not to cancel or re-arrange your appointments and to run to time. We really appreciate you doing the same.

**OUR CANCELLATION POLICY**

We understand that sometimes you may have to cancel an appointment. Please give us at least 48 hours’ notice, otherwise a cancellation fee of 50% of the cost of your service or treatment will be charged.

We will take your payment details at the time of booking an appointment with us, either in person, on the phone or through our online booking system (For Online booking, this will only apply to Lucy, Rachel or Ebony, as we have a number of self-employed technicians working with us) In the case of the self-employed technicians, they will send you a payment link, or you can phone the salon.

It is very difficult to fill appointments at short notice, but if we do, we will not charge you a cancellation fee and will put this as a credit on your account to use against future bookings.

If you need to cancel, please give us a call or use our online booking system. Please **don’t** text, email or put a message on social media.

**PAYMENT DETAILS**

Before we take your payment details to cover a cancellation charge or a booking fee or advance payment, we will confirm:

* The service or treatment you have booked.
* The salon name, location and contact details.
* The total price (including any taxes) of the service or treatment booked or how the price will be calculated if an exact price cannot be given.
* The time and date of the appointment.

**ADVANCE PAYMENTS**

We will take payment in full at the time of booking:

* for any appointment lasting more than two hours, such as hair colour or a full set of lash extensions
* if you missed your last appointment with us.

In the case of a late cancellation or no-show, we will keep an amount of the advance payment that genuinely reflects the loss we have suffered as a result of the late cancellation or no-show.

If, we are able to fill your slot, we will only keep an amount of the advance payment which covers our costs of finding another client.

**KEEPING TO TIME**

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.

Thank you – The L&G Team

This document was provided by the NHF/NBF.

