**Deposit Policy**

Your custom is very important to us, and we will always do our very best to fit you in for an appointment at a time that suits you.

When you **book an appointment** with us, we will require a 35% booking deposit. This deposit will be used as part payment towards your service and is fully refundable/transferrable provided we receive at least 48 hours’ notice if you need to cancel/move your appointment.

Your appointments are very important to us. We take your appointment as a verbal contract, and it is reserved especially for you. For this reason, please understand that when you forget or cancel your appointment without giving us enough notice, we miss the opportunity to fill that appointment time, and our clients on our waiting list miss the opportunity to receive services.

**We therefore respectfully ask that if you are unable to attend your appointment, please contact us ASAP and at least 48 hours in advance**.  If we don’t receive 48 hours’ notice to cancel your appointment then unfortunately, your deposit becomes non-refundable.

We completely understand that things can happen at the last minute and can assure you that we will be sympathetic in certain circumstances.