

# BYRON.

## H A I R

### **OUR CLIENT POLICIES**

#### **Cancellation Policy**

We understand that things change - if you need to cancel your appointment, we kindly request at least 48hrs notice in advance of the date and time.  
Cancellations/reschedules requested less than 48hrs in advance will result in a **booking fee** being taken for future appointments.

#### **Booking Fee**

You will be asked for a booking fee for your first and second salon visit. Booking fees are £20 for cut & style appointments and £40 for a chemical service. This fee will then be redeemable with the service you are having. If you cancel out-with our cancellation policy or fail to attend your appointment the booking fee will become non-refundable.

#### **Product Refund Policy**

If you change your mind on the products you have purchased, we offer a refund or replacement within 7 days if the product is unopened.

Products that prove to be faulty can be returned within 30 days of purchase and you will be offered a replacement or a refund providing they have been purchased in our salon.

#### **Fringe Trim Policy**

At Byron we fully appreciate that fringes get long in between haircuts. There is no need to make an appointment and if you are happy to wait, one of our stylists will do this for you once they are free. We can only trim fringes your stylist has cut in as part of your last cut & style.

#### **Allergy Alert Test Policy**

If an Allergy Alert Test is required, it must be carried out at least 48 hours before your Colour appointment. We will contact you if we are aware you require the test. If you have any of the following treatments in between colour appointments it is your responsibility to book an AAT before your next colour service. These treatments are tattoo's, permanent make up, home coloured hair or if you've had your hair coloured at another salon. Provided you answer 'no' to the allergy alert questions your test will be valid for 6 months. If you have had an AAT at our salon but haven't had your hair coloured with us within 3 months of your test, a new AAT will be required.