

# Policies & Information

## Booking Your Appointment

**Important Note for New Clients:** If this is your first time getting loc services with us, a consultation appointment is mandatory before booking any service. This helps us ensure the best results for your hair. Please note that service appointments booked without this required consultation cannot be refunded. We encourage you to review our complete policies before completing your payment.

**Scheduling** All appointments must be scheduled in advance through text, phone, via the app or in-person consultation. You'll receive a confirmation message once your appointment is secured.

## Cancellation & Rescheduling Policy

### Standard Cancellation

- 48 hours advance notice required for all cancellations or rescheduling
- Cancellations made with proper notice will not incur any charges
- You may cancel or reschedule by phone, email, or text message

### Late Cancellation & No-Show

- Less than 48 hours notice: 50% of service fee will be charged
- Less than 24 hours notice: 100% of service fee will be charged
- No-show appointments: 100% of service fee will be charged

**Emergency Exceptions** The following situations may be considered for policy exceptions at our discretion:

- Medical emergencies (documentation may be required)
- Severe weather conditions
- Public transport disruptions
- Family emergencies

## Arrival & Timing

### Grace Period & Late Arrivals

**PLEASE NOTE YOUR APPOINTMENT STARTS FROM THE TIME YOU HAVE BOOKED YOUR APPOINTMENT NOT AT THE TIME YOU ARRIVE!**

- Up to 10 minutes late: Grace period allowed, service will proceed if time allows
- 10-20 minutes late: £15 late fee applies, service may be shortened or rescheduled at stylist's discretion
- Over 20 minutes late: Appointment will be cancelled and treated as a no-show

- Frequent lateness may result in service discontinuation

## Our Commitment

- We strive to start all appointments on time
- If we are running late, we will contact you as soon as possible
- Significant delays on our part may result in rescheduling or service adjustments

## Payment & Refunds

### Payment Terms

- Full payment required before the day of your appointment
- Payment accepted via cash, card, or bank transfer

### Refund Policy

- Payments are non-refundable once services are performed
- Consultation fees are non-refundable once consultation has taken place
- If we need to cancel or reschedule, you'll receive either a full refund or opportunity to reschedule

## Special Circumstances

### Illness Policy

- If you are feeling unwell, please reschedule your appointment
- We reserve the right to reschedule if you arrive showing signs of illness
- This policy protects both our clients and staff

### Weather Policy

- Severe weather conditions may result in appointment cancellations
- We will contact you if we need to close due to weather
- Standard cancellation fees will be waived for weather-related cancellations

### Seasonal Considerations

- Holiday periods and busy seasons may require longer notice periods
- Peak times (weekends, evenings) have limited rescheduling options
- We recommend booking well in advance during busy periods

### General Information

**Personal Belongings** We are not responsible for lost or damaged personal items. Please keep your valuables with you.

**Professional Environment** We maintain a respectful, professional atmosphere. Inappropriate behaviour will result in immediate service termination and may affect future booking eligibility.

**Policy Updates** We reserve the right to update these policies as needed. Significant changes will be communicated via email or during your next appointment.

#### Contact Information

Phone: 07902154761 or 07961615601

Email: [thelockinggoddess@gmail.com](mailto:thelockinggoddess@gmail.com)

Office Hours: 9:30am – 5:30pm

Ready to begin your locking journey? Contact us today to schedule your consultation and discover the perfect locking technique for your lifestyle and hair goals.

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*Please note: This policy is in place to ensure we can provide the best possible service to all our clients. We appreciate your understanding and cooperation.*

By booking an appointment with us, you agree to these terms and conditions.