

MOSAIC HAIR STUDIO

EST 1989

Mosaic Deposit Policy

For all appointments above the value of £150 or appointments that require you to be in the salon for more than **2 ½ hours**, will be asked to pay a booking deposit. This booking deposit will be redeemed against your total bill at the end of your hair service.

We understand that things may come up which can affect your appointment but due to the amount of time reserved we respectfully ask that you let us know at least 72 hours in advance of any changes that you may need to make to your appointment. less than 72 hours' notice will result in your deposit becoming non-refundable.

We completely understand that life can get complicated at times so please be assured that we will be sympathetic to sensitive situations as to why you have had to re-arrange.

Our cancellation policy is 72 hours, due to the stylist being in high demand and a lengthy waiting list.

Clients that failed to attend their previous appointment and have rebooked with us will have to pre-pay for their appointment.

Clients who have not had a colour service in the salon before are required to have a consultation with a stylist prior to booking an appointment.

At this consultation we will discuss

- the style and colour you would like and if it is achievable,
- skin testing [we have a mandatory skin testing policy which you can view on our website/ talk to reception]
- length of appointment time
- price of service and if a booking deposit is needed

Thank you for booking your appointment with Mosaic Hair Studio and we look forward to doing your hair.