

Salon Policies

Cancellation Policy

Cancellation's needs to be made within 12hrs of your appointment. You can contact us through the Urge app, Facebook messenger, via e-mail or by calling the salon and leaving a message if we are unavailable. Failure to notify us within the expected time frame will result in a deposit on your next booking, being 50% of the full service amount.

We understand that life happens and gets in the way of hair appointments. If you have an emergency please notify us as soon as possible and we can waive the cancellation fee at management discretion.

Punctuality Policy

To ensure all our clients receive the best service possible your punctuality is essential. If you are running late please notify us as soon as you can. If you're going to be more than 15 minutes late your appointment may be subject to being rescheduled at a later time or date.

Re-do policy

To ensure complete client satisfaction we offer a redo policy, if you are unhappy with the cut and or colour we will gladly fix it, complimentary, as long as you let us know within one week of your initial appointment. This policy does not apply to a change of mind, there has to be something that has gone wrong with the colour/ cut, that wasn't agreed to or spoken about in the consultation.