



A Head of the Rest

Your hair, our care

Cancellation Policy

Cancellations need to be made within 24hrs of your appointment. You can contact us through our website, reply to your SMS notification, call or email us.

Failure to notify us within the expected time frame will result in a cancellation fee of 30% of your missed service.

We understand that life happens and there are certain things that are unavoidable. If you have an emergency, please notify us as soon as possible and management can waive the cancellation fee.

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 possible. If you are going to be more than 15 minutes late we will either have to reschedule your appointment or minimise your service.

Re-do Policy

To ensure complete client satisfaction we offer a re-do policy. If you are unhappy with your new colour or style we will gladly fix it complimentary, as long as you notify us within 1 week of your appointment. This does not apply to a change of mind, there must be an issue with your colour or cut that wasn't agreed to or spoken about in your initial consultation.