

DEPOSITS, BOOKINGS & CANCELLATION POLICY

Bookings, Deposits & Refunds

Please be aware that a deposit of £50/£100 is required to reserve your appointment, depending upon the type of service being booked. All new clients will be required to carry out a patch test. This can either be posted out to you, or carried out in the salon by one of our stylists.

Consultations for all hair services are offered free of charge and are highly recommended for first time clients and for chemical services. To book your free consultation please email info@catherineboden.co.uk or if you prefer please call the salon on **0161 973 7815**.

Rescheduling / Cancellations

We understand that sometimes extraordinary circumstances are unavoidable, and you may need to change your schedule. We kindly ask that you give us a minimum of 72 hours' notice to reschedule your appointment. If 72 hours' notice is not given, unfortunately you will lose your deposit. This also applies to missed appointments or "no shows".

To avoid any discrepancies, a request to reschedule or cancel your appointment must be given in writing, at least 72 hours prior to your appointment. Please send all cancellation notifications and rescheduling appointment requests to info@catherineboden.co.uk.

Cancellations and "no shows" leave gaps in our schedule, which cannot be filled without timely notice. This notification courtesy enables us to schedule another client and, in turn, maintains a higher availability of services for you as well as others.

If you have to cancel your appointment as a result of COVID-19, then your deposit will be honoured and will remain on your individual client account; however, we do ask that you please provide us with as much notice as possible.

We do not offer refunds on booking deposits; however, providing 72 hours' notice is given, we can transfer your deposit to another appointment at a later date. If you decide to cancel your appointment and you do not wish to re-book for a later date, then unfortunately you will lose your booking deposit.

Complaints & Returns

Complaints

The employees of Catherine Boden Salon pride themselves on providing you with exceptional service and quality customer care. All our stylists are professional, educated and experienced in all aspects of hairdressing and will provide you with the best hair care service possible.

We do not issue refunds on salon services. However, should you have any questions or concerns regarding the service/s you have received in the salon, please notify the salon manager, within three days of your appointment. At that time, we will make every effort to correct any problems to your satisfaction by rescheduling you with the stylist who performed the initial service, adjustments are made available to you at no cost within two weeks of the initial service.

Returns

Retail

All retail products are genuine products purchased from approved UK suppliers. Should you have any concerns regarding the quality of the products purchased in salon, please email your concerns to info@catherineboden.co.uk within 14 days of purchase and we will happily exchange them or issue you with a full refund.

Hair Extensions

All hair extensions we fit are genuine 'Beauty Works' hair extensions and are purchased directly from the manufacturer. Should you have any concerns regarding the quality of the hair extensions purchased in salon, please email your concerns to info@catherineboden.co.uk within 7 days of being fitted.

We hope you understand the need for these policies.

If you have any questions, please email info@catherineboden.co.uk, alternatively please call the salon on **0161 973 7815** and a member of our team will be happy to assist you.

