

Terms and conditions

BOOKING AN APPOINTMENT

We accept bookings over the phone using **0131 334 7722**, in person, online at isalon.com or our Facebook page. You will be asked to provide a contact number and email address on booking so that we're able to confirm your appointment and provide you with email and text notifications. When booking online a booking fee will be required.

CANCELLING AN APPOINTMENT

We understand that things happen and that you may need to change or cancel your appointment, so we ask that you please give us as much notice as possible.

We require a minimum of 48 hours' notice, if less than that is given then a £30 cancellation fee will be applied to your account. The cancellation fee will stay on your account till it has been cleared. If you have paid a booking fee then this will be lost if less than 48hrs notice has been given.

Booking Fee

If an appointment is booked online then a booking fee is required for all treatments over 45 minutes £30.00. This will be taken off your end balance

All booking fees are NON-REFUNDABLE but can be transferred to another treatment or day if needs be.

if you cancel with less than 48hrs notice then your booking fee will be lost.

If an appointment is booked online then a booking fee is required for all treatments of a 50% payment cost. This will be taken off your end balance

PARKING

There are several places to park at the salon, there is off street parking surrounding the hairdressers, and after 6.30pm you can park straight outside the salon.

GENERAL TERMS & CONDITIONS

Please bear in mind that this is a busy salon and lateness will shorten your appointment time. If your more than 15 minutes late then your appointment will be cancelled & you will have to rearrange.

We accept payment in the form of Cash or Card.

We want you to have a relaxing time at The Studio and leave feeling Fabulous. If for any reason your treatment wasn't as expected please contact us directly so we can understand any concerns, you may have and discuss and come to an agreement on resolving them.

REFUND POLICY

We will endeavor to make sure you are happy with your treatments before you leave us. However, we operate a **no refund policy**. If there is a problem with a treatment you have had, please contact us as soon as possible by Phone on 0131 334 7722 or via our social media pages, in writing or in person.

We will require you to attend an appointment for us to see what you are unhappy with, then an appointment to rectify the problem will be scheduled if a problem is found.

A treatment correction cannot be given if you don't attend this appointment.

Hair extensions

Hair extensions are non-refundable once the hair is fitted in your hair. Please make sure that you are happy with the colour match of your extensions before the hair is ordered and before its fitted.

If you find you are unsatisfied with the outcome of your complaint, then please forward it in writing to

The Directors, at LMQ Hair and Beauty, 255 St John Road, Corstorphine, Edinburgh, EH12 7XD