

Hair by Lois

PERSONAL HAIRDRESSING | BURY, RAMSEY

Cancellation policy

Your appointment is time reserved just for you. Please give Lois as much notice as possible if you need to cancel.

Standard charges, subject to fair loss assessment and your legal rights below.

0%

72 hours or more

No cancellation charge. A full refund of any advance payment for the cancelled service.

50%

48 hours to less than 72 hours

50% of the booked service price. Any advance payment is credited against the cancellation charge.

100%

Less than 48 hours

100% of the booked service price. Any advance payment is credited against the cancellation charge.

THE BOOKED SERVICE PRICE

The percentages apply to the agreed total service price. Any booking fee already paid is credited against the charge, not charged again.

FAIR CHARGES

These are the standard cancellation charge bands, not automatic penalties. Any charge will be limited to the salon's reasonable, actual loss caused by the cancellation. Lois will take reasonable steps to refill the appointment and reduce the charge for replacement bookings, costs saved or other loss avoided. You will never be charged twice for the same loss. Your statutory rights take priority.

YOUR LEGAL RIGHTS COME FIRST

Where applicable, online and telephone service bookings have a 14-day statutory cancellation period. Late-cancellation bands do not override it. If you expressly request an early start, only a lawful proportionate amount for services supplied may be due if you cancel before completion. That right ends after full performance only with your express request and acknowledgement. If Lois cancels, advance payments for the cancelled service are refunded unless you agree to rearrange.

TO CANCEL OR DISCUSS YOUR APPOINTMENT

Use your client portal, call 07584 099481 or email hello@hairbylois.co.uk. Notice is measured before your appointment start time. Exactly 72 hours qualifies for a full refund; exactly 48 hours is in the 50% band.