

## Terms & Conditions

### **1. Keeping to Time**

If you are running late, we will do our best to fit you in, but we may not be able to provide the full service or treatment.

### **2. Cancellations or No Shows**

We'll do our best not to cancel or re-arrange your appointments and to run to time. We appreciate you doing the same.

We understand that sometimes you may have to cancel an appointment with us. Please give us 48 hours' notice, otherwise a cancellation fee of 25% of the cost of your service or treatment will be charged.

We will take your details at the time of booking an appointment with us.

It is very difficult to fill appointments at short notice, but if we do we will not charge you a cancellation fee.

If you need to cancel please give us a call or email us – 0208 742 3335 / [cocoonw4@gmail.com](mailto:cocoonw4@gmail.com)

### **3. Customer Complaints Policy**

Our priority is for you to be satisfied with the service you receive from us. We run a professional business, so we aim for the highest standards in everything we do. Complaints are rare, but we take them seriously, so we have a complaints policy and process we follow to make sure things are put right where needed and we learn from your feedback.

#### **PROCESS**

Tell someone you're not happy with the service you've received, either while you're in the salon or as soon as possible after leaving. Calmly and clearly explain the problem.

We will listen to your feedback and ask questions as necessary to understand why you are making the complaint. We aim to resolve most complaints.

If you have already left the salon, don't go to another salon as we have the right to see exactly what the service or treatment you received from us looks like. We will arrange a suitable time for you to come back into our salon and discuss your complaint in private.

Where we think your complaint is reasonable, we will redo part or all of the service or treatment again as soon as possible, free of charge. The work will be done by a different stylist, if you prefer, although this might not be possible.

If we can't fix the problem, we may offer a partial or full refund depending on how reasonable your complaint is.