

BOOKING AND CANCELLATION POLICY

TERMS & CONDITIONS

Did you know that Twisted Desire is a family run small local business that only has a limited amount of appointments available? The time allocated for your appointment is reserved for you. We guarantee you this time and appoint a fully qualified and highly experienced professional to take care of your needs.

The only way you will ever lose your deposit or pre-paid package is if you cancel your scheduled appointment within 48 hours, don't show up for your appointment, or are more than 15 minutes late for your scheduled appointment.

If you are using a gift voucher 50% of the voucher will be charged if the cancellation is received with less than 48 hours notice. If you are more than 15 minutes late for your appointment, you will forfeit 50% of your services booked that day.

This minimum cancellation period will give your hairdresser a fair opportunity to fill your vacated spot in their diary. We find it almost impossible to fill cancelled spots at short notice.

Last minute cancellations do have a significant impact on Twisted Desire, our guests and our team.

