

KSHO HAIR

♦ TERMS & CONDITIONS ♦



Booking Fee

A **£25 non-refundable booking fee** is required to secure your appointment. Your appointment is **not confirmed** until the booking fee has been received.

The booking fee is non-refundable and will only be transferred where a reschedule is made in accordance with the rescheduling policy below.



Cancellations

- Appointments may be cancelled with at least **72 hours'** notice.
- Cancellations made with **less than 48 hours'** notice will incur a cancellation fee equal to **60% of the booked service**.
- The **£25 booking fee** will be deducted from this amount where applicable.
- Outstanding cancellation fees must be paid before any future appointments can be booked.



Appointment Preparation

Please arrive with your hair:

- Freshly washed
- Thoroughly blow-dried
- Free from oils, heavy products and excessive build-up

Failure to follow the above may result in your appointment being refused. In this case, your booking fee will be forfeited and cancellation charges may apply.



No-Shows

Failure to attend your appointment without prior notice will be treated as a no-show.

- The booking fee will be **forfeited**.
- The remaining balance of **60% of the booked service** will become payable.
- Future bookings will not be accepted until any outstanding fees have been paid.
- Repeated no-shows may result in refusal of future bookings.



Hair Extensions

Natural-coloured braiding hair is included with eligible services where stated.

Any additional hair selected during booking (including coloured hair, French Curl hair, human hair bundles or other add-ons) will be added to your checkout total and must be paid for before your appointment.

Clients may also provide their own hair where this option is available. Please ensure the correct hair is supplied. If you are unsure, contact Ksho Hair before your appointment.



Late Policy

- There is a **10 minute grace period**.
- 15 minutes late – **£15 late fee**.
- 20 minutes or more – your appointment **may be cancelled** if there is insufficient time to complete the service. Your booking fee will be **forfeited** and cancellation charges may apply.



Rescheduling

- Appointments may only be rescheduled once.
- A minimum of 72 hours' notice is required.
- Rescheduled appointments must take place within the same calendar month, subject to availability.
- If no suitable appointment is available, your original appointment must be kept or your booking fee will be forfeited.
- Requests made with less than 72 hours' notice will be treated as a cancellation and the booking fee will be lost.



Right to Refuse Service

Ksho Hair reserves the right to refuse or discontinue a service where appropriate, including but not limited to inappropriate behaviour, repeated breaches of these terms, or circumstances that may compromise the safety, wellbeing or quality of the service provided.

Client Agreement

By booking an appointment with Ksho Hair, you confirm that you have read, understood and agree to these Terms & Conditions. **Cancellation fees, no-show fees and late fees** are legally payable under this agreement. Failure to pay any outstanding fees may result in future bookings being refused.



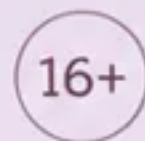
PAYMENT

Cash, bank transfer and secure payment links are accepted. Full payment is due upon completion of your appointment.



GUESTS

To maintain a safe, comfortable and professional environment, guests are not permitted at appointments. Only the booked client may enter the premises.



AGE REQUIREMENT

Clients must be 16 years of age or older to book an appointment. Clients under 18 may be required to provide parental consent.



ADDRESS

For security and privacy reasons, the full appointment address will be provided in your booking confirmation email.

♥ THANK YOU FOR CHOOSING KSHO HAIR ♥

I look forward to welcoming you and providing you with a professional, relaxing experience.