



1. Appointments and bookings:

Feel free to call if there is no answer I'm more than likely with a client so pls leave a msg and I'll get back to you asap for quicker bookings pls use the online booking tool.

To book click **Book now**, select the services you require and available dates will be shown this will then be confirmed by myself.

alternatively you can msg me and I'll get back to you as soon as i have a minute to give you my full attention all msg's will be answered in a first come first served basis. All work related enquiries will be answered within my working hrs this info can be found on this page and on line. I cover a 10 mile radius of WS2, please check weather your within this.

Terms of bookings.

2. Cancellation of appointments

48 hrs notice must be given to cancel, this is so your appointment can be offered to other clients waiting to book, if notice isn't given you will loose your deposit or may be asked to pay upfront for your next appointment.

3. Deposits:

You may be asked to pay a deposit for your appointment this is then redeemable against your service, if you cancel or change your appointment in less than 48 hrs this is then lost. So please where possible give notice.

4. Payments:

All payments must be paid in full at time of appointment and can be paid in cash or via bank transfer before I leave, I do not offer credit so your service cant be paid at a later date.

5. Colour appointments:

All new clients requesting a colour will need a consultation appointment firstly, before any colours can be applied so I can carry out the necessary skin tests, and for me to look at your hair so that we can establish what needs doing to reach you to your hair goals and weather its achievable. There is a charge for this service of £10 but can be redeemable against your future colour appointment, and will act as a deposit.

6. Children's cuts:

For Children's cuts there must be two or more or booked along with another service, unfortunately I don't travel out for one child cut it isn't viable for business. Sometimes children can be scared to have their hair cut and can get quite upset and distressed I'm more than happy to give it a go but if they become too upset I will not force them to have it done, it can become dangerous when a child is grabbing and trying to get away whilst I have sharp scissors in my hands and the safety of everyone comes first. If this is the case and I'm not able to do the cut you will still be charged for this service to cover my time and fuel.

7. Other useful info:

I have very heavy bags so, pls notify me if I'm not able to park close to your home or require a parking permit.

I do not do flats with more than 2 flights of stairs and there is no access to a lift sorry. If you smoke pls do not smoke while I visit I do not smoke and isn't fair for my equipment especially my gowns to smell of smoke for my next clients. For your appointment your hair needs to be clean from products and grease free.

8. Elderly/ disabled clients:

I am more than happy to come out but if your booking for a person that is unsteady on their feet or require extra assistance, I'm not trained in this aid and wouldn't want any accidents, so it would be helpful to have a carer or family member on hand for the appointment. For styling and cuts the hair needs to be washed and clean ready for when I arrive.

Booking colours and perms aren't a good idea if they can't stand at a sink or over a bath for 10 mins for the neutralizing process of a perm or for me to wash a colour off, this is best done in a salon at a back wash where they are seated.

9. Hospital visits:

I'm more than happy to come out to a relative or friend in hospital to cut or style their hair, sometimes this can be the pick me up they need.

I do require their hair to be washed and clean ready for me before I arrive, the hospital staff should be happy to help you with this, if they are bed bound you can request a wash cap this will need to be organized prior to the appointment and you will need to check with the ward staff that it's available and can be done in time for the appointment.

For health and safety it's important that all wounds and cuts are fully covered and that the patient is up for this service. There will be an extra charge to this service to cover parking charges. All this information can be found on my website.

Thank you,

Claire Thompson

Claire's Mobile Hairdressing