

Hellhouse Salon — Payment Policy

Effective date: 11 October 2025

This Payment Policy explains how we take deposits, accept payments, handle cancellations, and manage refunds for services provided by **Hellhouse Salon** (2 Sprowston Road, Norwich, NR3 4QN). By booking an appointment online, via messages, or in-salon, you agree to the terms below. These terms are intended to align with UK consumer laws, including the Consumer Rights Act 2015. Nothing in this policy affects your statutory rights.

1) Booking & Cancellation

When you book an appointment (online, via messages, or in the salon), you will be asked for a **£20 booking fee (deposit)** to secure your time slot. This is credited towards your service on the day.

- **48 hours' notice required:** If you cancel or reschedule **at least 48 hours** before your appointment, your booking fee is fully refundable or transferable to a new date.
- **Late cancellation / no-show:** If you cancel with less than 48 hours' notice or do not attend, you may be charged **up to the full service value**. Returning guests who fail to attend will be required to **pre-pay in full** for their next booking.
- **Reminders:** Appointment confirmations and reminders are sent (email/SMS if details are provided). Please ensure your contact details are correct.

We understand unforeseen circumstances can arise and we'll be as sympathetic as possible. However, late cancellations and no-shows prevent us from offering the slot to guests on our waiting list.

2) Payments & Pricing

- **Accepted methods:** We accept major debit/credit cards and cash in-salon. Online bookings may be processed securely via our booking partner (e.g. Fresha).
- **Currency:** All prices are listed in GBP (£). Prices include applicable taxes where relevant.
- **Quotes & menu:** Service prices are shown on our website/booking system and may be updated periodically. Any promotional pricing will be clearly indicated and subject to availability.

3) Refunds for Services

We're committed to exceptional service and excellent customer care. We do **not** issue refunds on salon services. However, if you have any concerns about a service you received, please **contact us within 5 days** so we can assess and help.

- We may ask you to return to the salon so your skin/nails can be visually inspected.
- Where appropriate, we will make every effort to carry out reasonable **adjustments** to your satisfaction, ideally with the original practitioner. Adjustments are provided **at no additional cost within two weeks** of the initial service.

This does not affect your statutory rights under UK law.

4) Chargebacks & Disputes

If you believe there has been a payment error, please contact us first so we can investigate quickly. Unresolved disputes may be escalated to your card issuer; we will provide evidence of the booking,

attendance records, and any relevant communications (including notice provided).

5) Legal Notes (UK)

- Appointments for a specific date/time are generally *excluded* from the 14-day cooling-off period under UK distance selling rules for leisure services with a scheduled date/time.
- We comply with the Consumer Rights Act 2015 and applicable UK consumer protection legislation.

6) Contact Us

- **Hellhouse Salon**
- 2 Sprowston Road, Norwich, NR3 4QN
- Email: info@hellhousesalon.co.uk
- Phone: 0772 9875352

We may update this policy from time to time. The latest version will always be available on our website.