

# 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](mailto: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.