

## THE BOOKING TERMS

When you book an appointment we will:

- Ask for a booking deposit up to 50% of the cost of the booked services. This deposit will be used as part payment towards your service; or
- Ask for your Financial Data.

The time of your appointment is reserved only for you and we kindly ask you let us know about any changes in advance.

We understand that you may need to change or cancel your booking.

You can do this without any charge up to 36 hours before the booked appointment. After that time, the prepayment amount will be non-refundable or we may charge you up to 50% of the cost of the booked services using your Financial Data you provide us according to our Privacy Policy. Our cancellation policy is strictly 36 hours for all customers.

For salon hire we may ask for 50% of prepayment which is refundable if you cancel your booking not less than 7 days before your booking. If you cancel less than 7 days before your booking then this 50% prepayment amount will be non-refundable.

Your appointments are very important to us. If you are late for your appointment we will do everything to accommodate you, however if it is not possible for us to extend your appointment time we may cancel your appointment and charge you up to 50% of the cost of the booked services using your Financial Data you provide us or charge your prepayment amount according to our Privacy Policy.

If you buy a package of services at a special price and then you decide to refuse from such package we will charge you for the services actually provided to you (if any) within such package at their ordinary price and we will decrease the amount of your refund by relevant amount for such provided services.

Our rates shall increase on 1 April each year by a percentage equal to the annualised percentage increase in the Retail Price Index published by the Office for National Statistics over the preceding twelve-month period.

We always aim to provide the best quality of products and service.

If anything is not to your satisfaction please do not hesitate to contact us by email at [welcome@ht-by-sakurami.co.uk](mailto:welcome@ht-by-sakurami.co.uk) or call us at +442073513938.