

## Cancellation Policy

In these conditions “We”, “us”, “our” or “the company” shall mean HOLLZ DOLLZ HQ Ltd. Registered address: 253 Doncaster Road, Barnsley, South Yorkshire, United Kingdom, S70 3RH

All our clients are very important to us. Prior to each appointment, time and preparation is often needed by our team so that we can give you the best possible service during your visit. The salon takes your appointment as a verbal contract and it is reserved especially for you.

As a courtesy, we will call and confirm your appointment by text 24 hours prior to your appointment date. However, if we are unable to reach you, and can only leave a message, please understand that it is your responsibility to remember your appointment dates and times to avoid late arrivals, missed appointments and the cancellation fee.

Please understand that when you forget or cancel your appointment without giving enough notice, the salon misses the opportunity to fill that appointment time and clients on our waiting list miss the opportunity to receive salon services.

Since the services are reserved for you personally, a cancellation fee will apply if you fail to give at least 24 hours’ notice that you will not be able to make your appointment.

- ✂ Less than 24 hours’ notice will result in a charge equal to 50% of the reserved service amount.
- ✂ ‘No shows’ will be charged 100% of the reserved service amount.
- ✂ For appointments made within the 24-hour period, if you cannot make your appointment, please cancel within 4 hours of your appointment time. Failure to do so will result in a charge equal to 50% of the reserved service amount.

The cancellation policy gives us the time to inform our standby guests of any availability and keeps our team members’ schedules filled. Our aim is to provide you with an excellent level of service and our policies help us to achieve this. Thank you for viewing and supporting our policies criteria.

In addition to any cancellation fees, a deposit of 30% may be required to secure an appointment for any services with a value in excess of £100. The deposit will be taken at the time of booking of the appointment.

Deposits are non-refundable but can be transferred if you give the salon at least 48 hours’ notice that you need to cancel or re-schedule your appointment

Thank you for your understanding.

## Policy Status

Approved: Hollie Louise Lingard

Date: 21st April 2025



HOLLZ DOLLZ HQ Ltd  
253 Doncaster Road,  
Barnsley,  
South Yorkshire. S70 3RH

07488 252 595

[hollie@hollz-dollz-hq.com](mailto:hollie@hollz-dollz-hq.com)

Reviewed: Second issue