

how to book & booking policy



ford & willow
LUXURY HAIRSTYLING SERVICES



how to book

OUR BOOKING PROCESS:

FAMILIARISE YOURSELF WITH OUR
HAIRSTYLING SERVICES & BOOKING POLICY



REACH OUT TO US VIA WHATSAPP OR FACEBOOK



WE'LL COME BACK TO YOU AS SOON AS
POSSIBLE WITH OUR AVAILABILITY &
INFORMATION



ONCE A DATE & TIME IS AGREED UPON YOU
WILL RECEIVE DETAILS FOR DEPOSIT TO
SECURE YOUR BOOKING



DEPOSIT RECEIVED & YOUR APPOINTMENT IS
BOOKED INTO THE DIARY



SIT BACK, RELAX & WAIT FOR YOUR LUXURY
HAIRSTYLING APPOINTMENT

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MESSAGE US ON WHATSAPP:
07710147022



MESSAGE ON FACEBOOK:
@FORDANDWILLOW

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BOOKINGS

ALL BOOKINGS MUST BE MADE VIA OUR FACEBOOK OR WHATSAPP MESSAGE (07710147022)

A MINIMUM SERVICE FEE OF £40 EXCLUDING TRAVEL IS REQUIRED FOR CUT & COLOUR BOOKINGS

ALL PAYMENTS MUST BE MADE BY BANK TRANSFER. CASH & OTHER PAYMENT METHODS ARE AVAILABLE BUT MUST BE AGREED PRIOR TO BOOKING

REMAINING BALANCE FOR ALL SERVICES (EXCLUDING BRIDAL) MUST BE PAID IN FULL 7 DAYS BEFORE YOUR APPOINTMENT

DEPOSITS

30% DEPOSIT IS REQUIRED FOR ALL HAIRSTYLING SERVICES TO SECURE YOUR BOOKING

75% DEPOSIT IS REQUIRED FOR PURCHASE OF HAIR TO SECURE YOUR HAIR EXTENSION BOOKING

ALL DEPOSITS ARE NON-REFUNDABLE & NON-TRANSFERABLE & ARE PAYABLE BY BANK TRANSFER WITHIN 48 HOURS OF AGREEING YOUR BOOKING TO SECURE YOUR APPOINTMENT



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TRAVEL

TRAVEL CHARGES APPLY FOR ALL SERVICES & WILL BE STATED AT THE TIME OF BOOKING

PLEASE CONFIRM EXACT ADDRESS INCLUDING POSTCODE IN YOUR ENQUIRY SO WE CAN QUOTE ACCURATELY

PARKING COSTS MUST BE PAID IN FULL BY THE CLIENT

TRAVEL CHARGES ARE CALCULATED BY FUEL EXPENSES & TIME SPENT TRAVELLING

ALLERGIES & HYGIENE

BRUSHES, MATERIALS, TOOLS & ALL PRODUCTS IN MY KIT ARE CLEANED THOROUGHLY AFTER EVERY BOOKING & BEFORE EVERY SERVICE THEREFORE I TAKE NO RESPONSIBILITY IN THE UNLIKELY EVENT OF AN ALLERGIC REACTION

ALL ALLERGIES MUST BE MADE KNOWN TO MYSELF AT THE TIME OF BOOKING



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CANCELLATIONS

IF YOU NEED TO CANCEL OR REARRANGE YOUR SERVICE, APPOINTMENT OR BOOKING, 7 DAYS NOTICE IS REQUIRED VIA YOUR ORIGINAL BOOKING METHOD

DEPOSITS ARE NON-REFUNDABLE & NON-TRANSFERABLE UNDER ANY REASON FOR CANCELLATION

IF YOUR SERVICE, APPOINTMENT OR BOOKING IS AFFECTED BY CIRCUMSTANCES OUTWITH MY CONTROL INCLUDING BUT NOT LIMITED TO BAD WEATHER, SAFETY OR ILLNESS, I AM NOT LIABLE FOR ANY COMPENSATION

DATA PROTECTION

ANY INFORMATION PROVIDED BY THE CLIENT SUCH AS YOUR FULL NAME, TELEPHONE NUMBER & ADDRESS WILL BE TREATED WITH STRICT CONFIDENTIALITY. THIS INFORMATION IS STORED SECURELY & IS IN ACCORDANCE WITH THE DATA PROTECTION ACT 1998 & THE PRINCIPLES OF THE GENERAL DATA PROTECTION REGULATION.