HAIR PROFESSIONAL

Booking terms

A little clarity, before your visit.

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Making an appointment

Services are provided by LD Hair Professional Ltd (company 16175566), at 4 Galapagos Grove, Newton Leys, Milton Keynes, MK3 5NX. A WhatsApp message is an enquiry, not an automatic reservation. Your appointment is confirmed when Laura has agreed the service, date, final price and deposit with you. Please wait for confirmation before travelling.

For big changes, a face-to-face consultation is recommended so there is time to discuss your hair and the work required.

Prices & quotations

All listed prices are in pounds sterling (GBP). All prices are subject to change based on thickness, length, extra time, resistance or extra product usage. Additional work and charges should be agreed with Laura before the service goes ahead.

A colour consultation costs £10, payable when you make the appointment. Additional colour product is charged at £10 per bowl.

Colour change, colour correction, colour removal, colour cleanse and wedding hair are priced on quotation. A blank price means the service needs a quotation; it does not mean the service is free. The website does not take payment or add an online booking fee.

Deposit & payment

A 40% deposit is required to secure your appointment. It is deducted from your final price. Payment is accepted by cash or bank transfer. Keep your booking confirmation and payment record.

Changing or cancelling

Please give at least 72 hours' notice if you need to cancel or reschedule your appointment. Contact Laura using WhatsApp, phone or email and wait for her reply confirming the change.

Cancellations or rescheduling made less than 72 hours before the service are not eligible for a refund. No-shows forfeit their deposit, and a new deposit is needed to rebook.

Refunds will not be issued once any personalised products, accessories or colour items have been purchased for your service.

Any amount retained or charged must still be fair and consistent with your booking agreement and applicable consumer rights. Ask Laura to explain any proposed deduction. If the studio cannot provide your appointment, contact Laura to agree an alternative or discuss repayment for the service that cannot be supplied. Nothing in these terms removes your statutory rights.

Arriving late

Please arrive on time for your appointment. Laura works to an appointment-based schedule, so a late arrival can affect your service and the clients booked after you. Late fees are additional to your service cost and do not guarantee that your full service can be completed. Thank you for respecting Laura's time and that of other clients.

- 10 to 14 minutes late: £10 late fee.
- 15 to 20 minutes late: £15 late fee.
- 21 to 30 minutes late: £20 late fee.
- More than 30 minutes late: your appointment may need to be rescheduled, subject to availability.

Preparing for your appointment

Please arrive with dry, product-free hair. Check with Laura before washing your hair just before a colour service.

Please tell Laura about any pregnancy, medication, scalp condition or allergy before your appointment.

Colour allergy testing

To keep you safe and avoid adverse reactions, a colour allergy test is required at least 48 hours before all colour services. Allergy tests are required every six months. Laura will advise if a further test or different timing is required for the chosen product, a change in your circumstances or the manufacturer's instructions.

Tell Laura about any previous reaction before booking. A test is a suitability precaution, not a guarantee that a reaction cannot occur. Do not proceed without the professional advice and checks appropriate to your service.

Consultation & suitability

A strand, elasticity and porosity test is essential to help assess suitability. Laura will discuss suitability, realistic outcomes and care before work begins. The right service depends on your individual hair; a gallery photograph is inspiration rather than a promised identical result.

Colour finishing & toner

All colour services must be accompanied by a blow-dry or quick dry appointment, as colour can only be checked correctly once dry.

Bleach services must be booked with a toner. The toner is applied after the bleach to personalise your colour and deposit tone. Laura will confirm the necessary combination, time and total price when you enquire.

Home visits

Home visits are available within a 10 mile radius for an additional £20. Please provide a clean, well-lit space and parking. Parking is charged separately where applicable.

Children

Your beautiful children are always welcome, but must be supervised at all times.

Photos

Laura always asks before taking a photo of your hair for her social media portfolio, and your face does not have to be in it.

Your result & questions

Not happy with your result? Let Laura know within 7 days and she will happily adjust it.

If you are unsure about a price, charge, result or booking condition, speak to Laura. This does not limit any remedy available under consumer law.

Book with Laura on WhatsApp or call

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