

Hair Services

Preparation: Please wash your hair prior to my arrival. It can be dry, as I will wet it down before cutting or styling.

Travel: I offer a mobile hair service and charge £1 per mile outside of a 3-mile radius from Newton Flotman. If you are unsure of your total travel cost, please message me for a quote.

Nail Services & Removals

Location: All nail appointments take place at my home studio (mobile appointments are not available for nails).

Inspiration & Quotes: Please message or email your desired design/nail art prior to booking so I can confirm pricing and allocate adequate time.

Removals: I will remove nails applied elsewhere from a minimum fee of £10 (increasing depending on the time required). Photos of your current nails must be sent prior to your appointment.

Fixes & Infill Policy

Free Repairs: Any issues reported within 48 hours of your appointment will be fixed free of charge.

Charged Repairs: Fixes requested after 48 hours, or needed due to accidental damage/external factors, are charged at £5 per nail.

Infills: If you need 4 nails or more repaired, this will be charged and booked as a full infill service rather than individual nail fixes.

Adjustments: No refunds are issued after appointments; please ensure you communicate any adjustments before the session concludes.

Illness, Cancellations & Emergencies

Illness Policy: To protect my own health and the well-being of other vulnerable clients, I strictly cannot risk working when anyone is unwell. If you are feeling poorly, have cold/flu symptoms, or are contagious, please do not attend and give as much notice as possible to reschedule. Cancellation fees may be waived in these instances.

Emergencies & Notice: I aim to be understanding and flexible with genuine emergencies. For standard, non-emergency cancellations or changes, please provide 24–48 hours notice.

Standard Cancellation Fees: Non-emergency cancellations within 48 hours incur 50% of the treatment cost; cancellations within 24 hours or no-shows incur 100%. Outstanding fees must be settled prior to future bookings.

Lateness: If you are more than 15 minutes late, your appointment may need to be shortened or cancelled to avoid impacting subsequent clients.

Payment & Contact

Payment: Full payment is required at the time of your appointment via Cash or Bank Transfer (BACS).

Contact: hairandnailsbykatex@gmail.com