TOPKNOT
NOTTINGHAM
EST. 1968

Our Cancellation Policy

We love looking after every one of you, and we know life happens: plans change, kids get poorly, work runs late. That will never stop being true, and we'll always be understanding.

But we want to be honest with you. So far this year we've had **over 2,100 appointments cancelled**. When a booking is cancelled at the last minute, that time usually can't be refilled. Our team still turns up and we still pay their wages, but the chair sits empty, and another client who would have loved that slot misses out.

48+ HOURS NOTICE

No charge

Let us know at least 48 hours before your appointment and you can cancel or rearrange for free.

LESS THAN 48 HOURS

50% charge

Late cancellations and missed appointments will be charged 50% of the service price.

We're **not** asking for deposits when you book. We'd rather keep booking easy and trust our lovely clients. All we ask is that you give us a heads-up if you can't make it.

If something genuinely unexpected comes up, please speak to us. We'll always look at things individually.

Thank you for your support

It means our team can keep doing what they love, and your appointments are there when you want them.

Need to change a booking? Speak to reception or book online.