



BOOKING POLICY

Hello and thank you for visiting Hidden Heights Creative Studio.
Please take time to read our booking policies.

HAIR AT HIDDEN HEIGHTS

SERVICES: When selecting a service, please ensure you choose the correct hair lengths and colouring options. If the wrong service is selected, prices may vary upon consultation and on the day of your appointment (Please call or email to ask if unsure).

HAIR DEPOSITS: Deposits are mandatory when booking an appointment with hairstylists Aimee or Katherine and should be paid upon booking to secure your appointment. You can use the deposit payment links below or opt to pay in full at the time of booking. Your payment will be noted in your appointment details and deducted from your bill on the day. Deposits are non-refundable. **IMPORTANT: When booking with Kim or Dan, please select the 'pay on day' option.**

CANCELLATIONS: Deposits are non-refundable and will be retained by Hidden Heights in the event of cancellation. Your payment will be recorded in your appointment details and deducted from your bill on the day. Deposits can only be transferred if your booking is rescheduled at least 48 hours in advance. If you cancel or reschedule within 48 hours of your appointment, your deposit will be forfeited. If you haven't paid online already, please use the deposit links below.

£10 SHORT CUT & STYLE DEPOSIT

£25 CUT & STYLE DEPOSIT

£50 COLOUR DEPOSIT

ALLERGY TESTS: As per manufacturer instructions, an allergy test is required at least 48 hours before every colour service. Allergy tests should be conducted in the salon during a consultation. If you can't receive an allergy test in person, patch test kits can be sent to you upon request. Please ensure your allergy test is booked at least 48 hours before your colour appointment.

STUDENT DISCOUNT: Student discount is available before 5 PM on Tuesdays and Wednesdays only. A valid student identification card must be shown at the time of payment, which should include your student ID number & expiry date. **Please note: we do not accept the UNIDAY'S app as identification.**

PHOTOGRAPHY & STUDIO RENTAL AT HIDDEN HEIGHTS

BOOKING: Please schedule your booking on the hour to accommodate other appointments (e.g., 10 AM - 12 PM / 10 AM - 2 PM OR on Saturdays 9 AM - 11 AM / 9 AM - 1 PM). Allow sufficient time within your booking for setting up studio equipment and packing down. Additional costs may apply if your time runs over.

PAYMENT: Full payment is required to confirm your studio rental. Your booking will not be secure until payment is received. If you have not paid online, please use the BACS details listed below. Your payment will be noted with your booking.

SET UP: This studio operates on a self-service basis. While we are happy to offer assistance and guidance, photographers are responsible for setting up their own shoots. If you require full assistance, please select the 'Set up guidance' service when booking your rental or inquire about it upon arrival. Set up guidance is an add-on service designed to help you prepare for your shoot if you're unfamiliar with in a studio environment and can be complemented with shoot guidance if you are unsure of how to achieve your idea.

PACKING UP: After your session, please ensure the studio is left in an orderly manner - this includes turning off lights, unplugging and wrapping cables, putting lights neatly onto the cove or packing away any additional equipment and rolling away any backdrops/stands. Prioritise packing up before the end of your reserved time slot to prepare for the next user. Damage to any equipment, backdrops or cove will incur an additional fee.

PAYMENTS & CANCELLATION: Payments are non-refundable and will be retained by Hidden Heights in the event of cancellation, they are only transferable if your booking is rescheduled up to 48 hours in advance. If you cancel or reschedule within 48 hours of your booking, your deposit will be forfeited. If you haven't paid online already, please use the BACS details below.

BACS TRANSFER

HIDDEN HEIGHTS CREATIVE STUDIO LTD

BANK: SANTANDER

SORT CODE: 09-01-29

ACCOUNT NUMBER: 80934909

REFERENCE: PLEASE USE YOUR BOOKING ID

Thank you for taking the time to read our booking policies, we look forward to seeing you soon.