

Salon31

31 BANK STREET · DUMFRIES

Booking App Guide

Book your next appointment in under a minute

1 · Get the app on your phone

No app store, nothing to download — and it never needs updating.

The Salon31 booking app is a website that works like an app. Adding it to your home screen takes ten seconds:

iPhone / iPad

- 1 Open **salon31.uk** in Safari.
- 2 Tap the **Share** button (the square with the arrow, bottom of the screen).
- 3 Choose **Add to Home Screen**, then **Add**.

Android

- 1 Open **salon31.uk** in Chrome.
- 2 Tap the ■ menu (top right).
- 3 Choose **Add to Home screen** (or **Install app**).

A Salon31 icon appears on your home screen — from now on, book from there. No phone to hand? Everything works just the same in any web browser on a computer.

2 · Your account

One quick sign-up, then you're remembered.

Creating your account (first visit only)

- 1 Open the app and choose **Create Account**.
- 2 Enter your name, mobile number, email and a password (at least 8 characters).
- 3 That's it — you're in, and the app remembers you next time.

Your mobile number matters: it's where your booking confirmations and reminders arrive.

Forgotten your password?

Tap **Forgot your password** on the sign-in screen and enter your email. We'll send you a reset link — it works for one hour, so use it when it arrives. If no email shows up, check your junk folder first.

Keeping your details current

Changed number or email? Update them in the app — your reminders follow your details, so a current mobile number means you never miss one.

3 · Booking an appointment

Four taps, under a minute.

- 1 Pick your person** — tap **Book with...** under your stylist, therapist or nail tech.
- 2 Pick your service** — prices and how long each takes are shown.
- 3 Pick a day and time** — you only see times that are genuinely free, so what you pick is yours.
- 4 Confirm** — tap **Confirm Booking** and you're done. A confirmation text arrives within a minute.

Deposits

Some services ask for a small deposit by card when you book — if so, a secure card payment step appears before confirmation (payments are handled by Stripe; we never see your card details). The rest is paid at the salon as usual, and your appointment shows a badge confirming the deposit is paid.

The texts you'll get

A **confirmation** straight away, and a **reminder about 48 hours before** your appointment. The texts come from "Salon31" and can't receive replies — if you need to change anything, use the app or call us on **01387 252330**.

4 · Your appointments

See everything, cancel if you must.

Your upcoming appointments are listed in the app, with the service, who it's with, the date and time, and any deposit badge.

Need to cancel?

Open the appointment in the app and cancel it — your stylist is told automatically, straight away. The earlier you cancel, the easier it is for someone else to take the slot (and there's a waiting list of people hoping for exactly that). If you'd rather rebook a different time, cancel and book again — it takes under a minute.

The waiting list

Wanted a day that's fully booked? Tap ■ **Join waiting list** on that day. If a space opens up, you'll get a text — first to book gets the slot, so be quick.

Reminders on your phone

Inside the app you can tap **Enable reminders on this device** to also get app notifications on top of texts. On iPhone this works once you've added the app to your Home Screen (section 1) and opened it from that icon. You can turn it off any time.

5 · Quick answers

I didn't get a confirmation text	Check the mobile number on your account is right — that's almost always the reason. Your booking is safe either way; you can see it in the app.
Can I reply to the texts?	No — they come from "Salon31", not a phone number. Use the app, or call 01387 252330.
I can't see any free times	That day is fully booked or outside your stylist's hours. Try another day, or join the waiting list.
How do I change my appointment?	Cancel it in the app and book the new time — under a minute.
What happens to my deposit if I cancel?	Have a word with your stylist — deposits are handled by each stylist individually.
Is my card safe?	Card payments are processed by Stripe, one of the world's biggest payment companies. Salon31 never sees or stores your card number.
Can I book for someone else?	Book under your own account and pop their name in when you speak to your stylist, or have them create their own account — it takes a minute.
The app looks stuck or out of date	Pull down to refresh, or close it and open it again.

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