

Trimma

Trimma Customer Booking Guide

Find. Book. Glow. — Sri Lanka's Premium Grooming Marketplace

A complete step-by-step guide for new and potential customers

20% reservation deposit online · 80% balance at the salon

Steps 1: Visit the Trimma Marketplace

Open trimma.io — Sri Lanka's beauty & wellness marketplace. Browse salons, barbers, spas, and wellness studios without signing in.

Screen: Marketplace home — search by location, service, and date.

Pro tip: Use the Locations hub if you know your area but not a specific salon name.

Steps 2: Search by Location & Service

Use the hero search widget: enter your area, the service you need (e.g. haircut, facial, manicure), and optionally a preferred date.

On the search page, filter results by location dropdown.

Screen: Search results — salon cards with ratings and verified badges.

Steps 3: Open a Salon Profile

Each salon has a public profile with cover photo, services, stylists, gallery, reviews, working hours, and amenities.

Tap Book to start your appointment.

Screen: Salon profile — services list with Book button.

Pro tip: Check working hours before choosing a time — they control available slots.

Steps 4: Booking — Select Services (Step 1)

In the booking sheet, choose one or more services from the menu. Multi-service bookings combine duration for slot length.

Only active services are shown.

Screen: Booking Step 1 — select services from the menu.

Steps 5: Booking — Choose Stylist (Step 2)

Pick your preferred stylist or select Any Available. Staff profiles show ratings and specialties to help you decide.

Screen: Booking Step 2 — choose stylist or Any Available.

Steps 6: Booking — Date & Time (Step 3)

Select a date and an open time slot from real-time availability. Already-booked times are not selectable.

If a slot disappears, refresh and pick the next open time.

Screen: Booking Step 3 — pick date and open time slot.

Steps 7: Booking — Your Details (Step 4)

Enter your full name, email, and Sri Lankan phone number. Use phone lookup to autofill if you have booked before.

Optional: gender, birthday, and notes for your stylist.

Screen: Booking Step 4 — phone lookup, name, email, and phone.

Pro tip: Use the same email for booking and Google sign-in so appointments appear in My Bookings.

Steps 8: Booking — Summary & Policies (Step 5)

Review services, stylist, date/time, and the 20% deposit vs 80% salon balance.

Acknowledge the non-refundable deposit and rescheduling policy, then tap Continue to Payment.

Screen: Booking Step 5 — summary, 20% deposit, policy checkboxes.

Steps 9: Checkout — Pay 20% Deposit

On the secure Stripe checkout page, pay the reservation deposit (e.g. LKR 140 on a LKR 700 service).

Your booking reference (TRM-...) is assigned after successful payment.

Screen: Stripe checkout — pay 20% reservation deposit online.

Steps 10: Confirmation Notifications

You receive an email receipt immediately. WhatsApp sends a pending message after payment, then a confirmed message once the salon accepts your slot.

Screen: WhatsApp confirmation — booking reference and balance due.

Pro tip: Add your mobile number in booking Step 4 for WhatsApp updates.

Steps 11: Visit the Salon & Pay Balance

Attend your appointment and pay the remaining 80% directly at the salon after your service. Keep your booking reference for check-in.

Screen: Salon visit — pay remaining 80% balance after service.

Steps 12: Sign In with Google

Create a free account at /signup or sign in at /login using Google. Guest bookings work without an account — sign in with the same Google email to manage appointments.

Screen: Sign in with Google — customer dashboard access.

Steps 13: My Bookings & Reviews

View all appointments under My Bookings. After your confirmed visit time passes, leave a star rating and optional review (20+ characters) from the Ready to review tab.

Screen: Leave a review — star rating after your visit time passes.