

POLICIES

1. Booking and Cancellation Policy:

- A 50% deposit is required to secure your appointment, payable upon booking.
- Cancellations or rescheduling must be done at least 48 hours in advance to receive a refund of your deposit.
- Failure to provide sufficient notice will result in forfeiture of the deposit.
- Exceptions may be made for emergencies or unforeseen circumstances, at the discretion of the service provider.

2. Pricing and Additional Charges:

- If you have extra-long or thick hair, please note that your appointment may require additional time and product, potentially incurring an extra charge.

3. Appointment-Only Policy:

- Appointments must be scheduled in advance.

4. Late Arrival and No-Show Policy

- Clients are expected to arrive promptly for their scheduled appointments.
- If a client arrives late, the appointment may need to be adjusted accordingly to avoid inconveniencing other scheduled clients.
- In cases of significant lateness (more than 15 minutes), the appointment may need to be rescheduled to ensure adequate time for the service. This will result in forfeiture of the deposit.
- Clients who fail to show up for their appointment without notice may be subject to fees or restrictions on future bookings. This will result in forfeiture of the deposit.

5. Consultation Policy for Colour Services:

- A skin test and consultation are required 48 hours prior to any colour service for new clients or those returning after 6 months since their previous colour appointment to ensure your safety and prevent any allergic reactions.
- Additionally, a strand test may need to be taken to test the hair's compatibility with the salon's professional products.
- If there is a change in the branding of the colour products used by the salon, a new skin test would be required 48 hours before the colouring service.

6. Age Requirement Policy for Colour Services:

- Clients must be 16 years of age or older to receive colour services.

7. Age Requirement Policy:

- Clients under the age of 12 are not eligible to receive services.
- Children under the age of 12 are not permitted to be present in the salon.
- Exceptions may be made at the discretion of the service provider.
- Parents are encouraged to arrange childcare for children under the age of 12 to maintain a conducive environment for all clients and ensure their safety.

8. Service Guarantee:

- I strive to provide high-quality services to all clients.
- I guarantee my services and commit to rectifying any issues reported within 72 hours at no extra cost.
- In the event that a client is still not satisfied after the rectification, a refund may be considered.

9. Privacy Policy:

- Client information and personal details will be kept confidential and used solely for business purposes.
- Client records will not be shared with third parties without explicit consent.

10. Health and Safety Policy:

- I maintain a clean and hygienic work environment.
- Clients are required to disclose any allergies, sensitivities, or medical conditions that may affect the services provided.

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11. Changes to Policies

- I reserve the right to update or modify salon policies as needed.
- Clients will be notified in advance of any changes to policies.

12. Colour Service Longevity Policy:

- The long-term outcome or longevity of the colour service result may not be guaranteed if clients do not use professional-grade haircare products or adhere to aftercare recommendations.

13. Client Communication:

- Clear and transparent communication is maintained regarding appointment scheduling, service expectations, and aftercare instructions.
- I maintain detailed records of each colouring/lightening service, including formulations used, techniques applied, and client reactions.

14. Adverse Reaction to Salon Products Policy:

- If a client experiences an adverse reaction to any salon professional products during their service, immediate action will be taken to address the situation.
- Product will be removed promptly and properly to minimise further exposure or discomfort to the client.
- While every effort will be made to mitigate the effects of the reaction, the salon and service provider cannot be held liable for any dissatisfaction resulting from the removal of the colour or if achieving the desired outcome is not possible due to the adverse reaction.

15. Refusal of Future Services Policy:

- If a client experiences an adverse reaction to their skin test, strand test, or during their colour appointment, I reserve the right to refuse future services to prioritise the safety and well-being of the client.
- Clients who experience adverse reactions will be offered appropriate guidance and recommendations for alternative solutions or treatments.

16. Photography Consent Policy:

- Client consent is obtained before taking photographs for promotional or portfolio purposes.
- Clients are informed of how these images will be used.

17. Gift Certificate Policy:

- Gift certificates are available for purchase and may be redeemed for salon services.
- Gift certificates are non-refundable and cannot be exchanged for cash.
- Lost or stolen gift certificates will not be replaced, so it is important to keep them in a safe place.

28. Client Conduct Policy:

- Clients are expected to conduct themselves in a respectful manner towards salon staff and other clients.
- Disruptive or disrespectful behaviour will not be tolerated and may result in refusal of service or removal from the premises.

19. Product Allergy Policy:

- Clients are responsible for informing me of any known allergies or sensitivities to haircare products before their appointment.
- Patch tests may be required for certain products to ensure client safety and minimise the risk of allergic reactions.

20. Holiday Closure Policy:

- The salon may be closed on certain holidays or during specific periods for training or maintenance. Clients will be informed in advance.