

# Heather White

## SALON

### SALON POLICIES

#### **Online Bookings**

A non-refundable booking fee equal to 30% per service is required for all bookings made via our online booking facility.

#### **Card Capture**

Your payment details will be securely recorded by our payment processor, Square, and may be used to process Late Cancellation and No-Show charges. We will always advise you of the charges being made, but they may be actioned without you being present.

#### **Late Cancellations**

Due to high demand and limited availability of appointments, if you have to reschedule or cancel, we kindly ask you to contact us at least 48 hours prior to the planned appointment. If the booking was made on the same day, notify us at least 3 hours prior. Failure to do this will result in a cancellation fee of 50% of your appointment being charged (this will include any booking fees previously paid).

#### **Late Arrivals**

We greatly appreciate our clients being on time, as only then we can provide all of our guests with the quality of service we are committed to. However, we understand that unforeseen incidents do occur and therefore, we ask our clients to let us know as soon as possible if they're going to be late. The service may need to be adjusted to fit a shorter time frame. Clients arriving more than 15 minutes late will forfeit the original appointment and will need to reschedule. In such cases our late cancellation fee will apply.

#### **No-Shows**

We understand that emergencies happen and ask our clients to inform us as soon as possible about any situation that will withhold them from arriving for their visit. If you miss your appointment without giving notice, you will incur a fee valued at 100% of the entire cost of the missed service (this will include and booking fees previously paid). Further bookings will not be accepted until such fees have been paid.

#### **Skin Testing**

Some of our services require a Skin Test 48hrs prior to the initial appointment. Should you not visit the salon for any required skin test your appointment will be cancelled and our late cancellation charge will apply. Skin Testing will be required again if a period of six months has elapsed since the last service.

## **Service Guarantees & Refunds**

We always strive to provide excellent service and maintain a 100% client satisfaction rate. In the rare instance of an unsatisfactory experience, we are committed to providing you with the necessary correction within 7 days from the initial service, if there was a mistake on our part, a full redo or a refund will be provided. However, we ask our clients to notify us within 24 hours of the initial appointment should they be unhappy with the service.

## **Health History**

Knowing the health history of our clients is an important factor in delivering a safe and comfortable experience, as well as a satisfactory outcome. Sometimes even the smallest changes in the body chemistry can affect the results of the treatment. Hence, we politely ask our clients to always inform us of their allergies, physical issues, medical conditions, taken medications and/or pregnancy.

## **Right to Refuse Service**

Please note, that under certain circumstances, we may refuse service. We can do so for the following, but not limited to, reasons, if the person:

- Is under the age of 16 (for many services)
- Has health issues that may affect or be affected by the service
- Has purposely hidden information of crucial meaning to the service
- Did not show up for their last appointment and/or cancelled it too late
- Behaves improperly and/or is intoxicated

## **Children in the Salon**

Our salon welcomes families with children. However, due to safety reasons, children are not permitted in the salon unless they are receiving a service.

## **Pets in the Salon**

Due to hygiene and safety reasons, our salon strictly prohibits pets, except for assistance animals. This is a condition of our trading licence.

## **Mobile Phones**

Our salon is a place of comfort and relaxation. We politely ask our clients to refrain from phone conversations, whenever possible, while in the chair.

## **Food in the Salon**

To ensure all our customers have a pleasant experience, and to comply with our trading licence, we ask our clients to refrain from bringing food and drinks into the salon.