

## Terms and Conditions

- We require at least 24 hours' notice for cancellations. If we do not receive sufficient notice, you will be charged the full price of your appointment
- Colouring and technical services are not priced to include a cut or finish service. Please visit our price menu for options, team members and pricing
- Colour change, colour correction, straightening and extension appointments will require a 20% deposit upon booking, following a complimentary consultation with a member of the team
- New clients having a colour service are also required to pay a 20% deposit, at point of booking
- All new colour clients will be required to have a skin test for any colour application a minimum of 48 hours before their appointment. This is a legal requirement and in your best interest.
- If you are not happy with any retail product you have purchased from our salon, please return it for an exchange
- We want to ensure that you receive the best service possible, and that our staff are fully equipped to deliver the highest standards. Therefore, we invest in our staff training on a continuous basis

All our service and products are guaranteed therefore if you are dissatisfied with any area of your visit be assured, we will resolve it to your satisfaction providing we are notified within 7 days of your appointment.

We strive to seek every possible opportunity to find a solution to any misunderstanding resulting in a disappointment. A financial or partial refund will only be offered if all other avenues have been exhausted and are at the discretion of the salon owner.

We endeavour to restrict our price increases to once per year. However, we reserve the right to make any adjustments necessary due to unforeseen circumstances, outside of our control. This may include price amendments relating to a stylist's level change.