

## **Terms and Conditions**

These terms and conditions ('the Terms') cover the client's ('you' or 'your') use of Charley Brown's Hair LTD ('the Salon')

Please read them carefully as they affect your rights and liabilities under law. If you do not agree to these terms, please refrain from using the salon. If you have any queries regarding these Terms then please contact us.

## **Agreement**

By using Charley Brown's Hair Salon Guildford, you agree to be bound by these Terms.

## **Amendments**

We reserve the right to:

Update these terms from time to time and any changes will be notified to you via a suitable announcement in the Salon. It is your responsibility to check for such changes. The changes will apply to the use of the Salon after we have given such announcement. If you continue to use the Salon after the date on which the change comes into effect, your use of the Salon indicates your agreement to be bound by the new Terms.

## **Skin Test**

Each client must have a skin test 48hrs prior to colour services, the client will be asked to sign and date and the stylist will also sign the form as proof of document, all skin test files are kept in a private and confidential place.

It is the responsibility of the client to plan and receive a complimentary pre-treatment skin test no longer than 2 days ahead of any salon procedure that may cause adverse reaction (such as hair tinting and bleaching).

It is possible that the test may induce sensitisation to a substance and/or procedure on any occasion. When a test is not planned and received at the Salon within the 48-hour time period, the stylist will refuse to carry out any further hair treatments and re-schedule the appointment. If you have paid a deposit for an appointment and fail to attend a skin test appointment 48-hour prior we have the right to cancel your booking.

The risk that an individual, with PPD hypersensitivity (known or unknown), takes when receiving a hair dye sensitivity skin test is the consequential reaction such as, but not limited to, the appearance of weal, erythema, itching, redness, eczema, pain,

swelling and/or burns. If you have had any previous reactions to Henna Tattoos or Hair Dyes you MUST inform the Salon.

When a client attends an appointment to receive either an appropriate pre-treatment skin test of complete procedure, the client is deemed to accept the risk of any adverse reaction

When booking any service(s) with a value over £100, we require a 25% deposit that will be taken from the final price of the appointment. Should you fail to give 48 hours cancellation notice to the Salon, the deposit will be used to compensate the stylist whose time has been reserved. Clients will be charged for the time reserved regardless for reasons of cancelling.

## **Cancellations**

Cancellation policy

Please give as much notice as possible if you need to change or cancel your appointment, as we require at least 48 hours' notice.

If you are cancelling out of salon hours, you may cancel by email [charleybrownshairandbeauty@gmail.com](mailto:charleybrownshairandbeauty@gmail.com) then confirm by telephone during salon open hours. If you have no access to email, you can alternatively leave a voicemail clearly stating your name, contact number and what appointment and date you would like to cancel/reschedule.

We would like to advise you that in booking an appointment, you are reserving a stylist's time in advance. Our cancellation policy is designed to compensate our highly trained and dedicated stylist team who rely on a busy schedule.

## **Late arrivals**

We reserve the right to reschedule any booking that is 10 minutes late or later, to another convenient time. We will always do our best to accommodate our guests, but we can only do what we can with the time available.

No shows will automatically lose their deposit and a full payment will be required before booking another appointment with us again.

## **Deposits**

We will require a deposit upon booking the following services:

- Goldwell Kerasilk Treatment (50% deposit will be taken)
- Colour Correction
- Any service over £100
- Any appointment if you have previously missed an appointment without cancelling beforehand.

The deposit is not refundable if you cancel your appointment within 48 hours of your appointment time.

If you have cancelled late previously for an appointment before we reserve the right to ask you for full payment when booking, which will go on your salon account and be taken off the final bill on the day of your appointment.

## **Our Right to Cancel**

Charley Brown's Hair reserves the right to cancel your appointment at any time due to unforeseen circumstances – for example, stylist sickness. We will always endeavour to keep your appointment or rearrange for you, but if we are unable to do so we will not be able to offer any compensation for your appointment.

## **Privacy policy**

Charley Brown's Hair LTD committed to ensuring that your privacy is protected. Should we ask you to provide certain personal information by which you can be identified, we assure you that it will only be used within the Salon and will not be shared with any third parties without your consent.

## **Hair Colour for Minors (Under 16s)**

In accordance with guidelines issued by HABIA (the Government-recognised body for setting standards in the hair and beauty industry) and recommendations from our colour supplier, we are not able to carry out colour services on persons under the age of 16.

## **Complaints procedure**

As a salon we aim to provide 100% customer satisfaction on a daily basis, however, no matter how hard we try, this is not always possible.

If you are unhappy with a service or treatment received at the Salon, please do not hesitate to contact us either by telephone on 01483 232769 emails at [charleybrownshairandbeauty@gmail.com](mailto:charleybrownshairandbeauty@gmail.com) or come into the Salon and speak to one of our stylists, who will be more than happy to discuss any issues with you there and then.

### **Returns and Refunds**

We cannot offer refunds for services performed; however, we will endeavour to ensure your satisfied.

Should you find your dissatisfied with any of our products your purchased, we will gladly apply the full value of the returned products to another product of your choice, if returned within 30 days of your purchase.

### **Client behaviour**

To ensure that all clients have a relaxing experience here at Charley Browns, we would ask that children are accompanied by an adult at all times and be well behaved in respect to other clients and also please be aware that there are sharp tools on trolleys, harmful chemicals being used in the salon area and clients are responsible for their own child's safety.

### **Payment**

We accept credit/debit cards and cash and cheque.

### **Loyalty cards**

- One stamp per visit per customer
- Gents, children's cuts, and senior citizen discounted services, all exempt from this offer.
- Services must be a full paid service and over £25.00 to receive a stamp.
- Loyalty card cannot be exchanged for cash payment.
- Loyalty stamps cannot be issued to another person
- Stylists are to issue them in accordance of the services we deem suitable.
- Client must collect 5 stamps then the discount will be applied when they bring the fully stamped card to the next appointment.

### **Arrivals**

Please arrive to your appointment within good time. Allow time for traffic/parking if you arrive by car.

In rare circumstances we may need to cancel your booking and where possible we will endeavour to contact you by telephone. Please ensure we have the most up to date number for you.

### **Redo's**

If for any reason you're not happy with your service please contact us immediately so we can remedy the situation. Tweaks and adjustments will be honoured up to 2 weeks from the date of service, after that a charge may be applied.

### **Products**

Products that are used in the Salon are highly concentrated, so very little is needed to obtain maximum results. If you have any allergies, please inform the Salon staff as soon as possible.

### **Unsubscribe**

If you wish to unsubscribe from all correspondence please let us know and we can remove your details from our system

### **General**

We reserve the right to refuse service to anyone who doesn't meet our recommendation for colour, cuts/treatments if we come to the decision the hair is not suitable.

We don't tolerate abuse, threatening behaviour towards any of the staff and other clients, and have the right to refuse service at any time.

As a small salon, and in line with government guidelines, we have decided to keep our precautions in place and clients will be asked to wear a mask for the foreseeable future.