

THE SALON
— TERMS & CONDITIONS —
MAY 2021

NEW CLIENTS

Please arrive 5-10 minutes early to ensure your appointment begins on time.

Arriving late could result in your appointment being cancelled/rescheduled or full services not being performed.

If you are going to be late to your appointment please contact the salon to let your stylist know.

LATE POLICY

Arriving more than 15 minutes late for your appointment will result in your appointment being cancelled and non-refundable deposit will be required if you would like to rebook.

We understand that life happens and things can be out of our control, we can also run late on occasion.

However, in the hair and beauty industry we run by allocated appointment times and late starts are unfair to yourself and other clients.

PRODUCTS

Products are only able to be refunded or exchanged in the instance that they are faulty.

GIFT VOUCHERS

Treat Gift vouchers like Cash. Lost, stolen or altered vouchers cannot be refunded, replaced or redeemed.

Vouchers are not redeemable for cash.

Gift Vouchers are redeemable for products and services only.

Any unused credit cannot be refunded.

Vouchers are valid for 12 months from date of purchase.

Appointments exceeding gift voucher amount will require the difference to be paid by another method at time of checkout.

We reserve the right to change any terms contained in these terms of use at any time.

SERVICES

For your safety, please let us know if you are pregnant, have any allergies or are on any medication that could alter the outcome of your service.

Clients MUST communicate if they have used supermarket or non-salon colours, shampoos, conditions, treatments or any other products on their hair.

If they do not, they could risk having chemical damage to their hair.

Prices are subject to change without notice.

If you have extra-long/thick hair, your service may cost more as your hair may require additional product.

All colour services include toner if required.

All cuts are inclusive of a wash and blowave.

Any concerns regarding your hair need to be expressed to the Salon Owner/Manager via phone or email within 7 days of the initial appointment.

If services need to be rectified it is required that this be done in salon within 14 days of the initial appointment.

Outside of these terms will be considered another service and will be at the customer's expense.

BRIDAL HAIR

Minimum call out fee is 4 services (excluding travel).

Bridal Trials are to be held at The Salon, Geelong. You may choose between One Style/One hour or Two Style/ One and a half hour.

Bridal Extensions: Please advise before your trial if you wish to use extensions in your hair. Extensions are to be provided by the Bridal party.

Hair Prep: All hair must be washed and blow dried smooth the night before. No products or Irons are to be used for hair prep.

Additional fees will apply if Hair Prep is not adhered to.

Travel fees apply if you require your stylist to travel from The Salon in Geelong. \$1 per km return applies.

Hotel and street parking fees may apply if there is no free parking nearby.

Please advise best parking options prior to your date.

Public holidays/Sundays will incur a 10% surcharge of the total quote.

Early start, prior to 7am including travel time, will incur a 10% surcharge of the total quote.

A maximum of 8 services can be performed by Anni Matilda.

If your party contains more than this, a second stylist will be required, for which we can confidently recommend.

Following your trial, a non-refundable or transferable \$150 booking fee is required to secure your booking. This amount will be deducted from your total service price.

Wedding dates remain tentative until booking fees have been received. It is the responsibility of the client to follow up after their trial and secure the wedding booking by making payment of the booking fee.

Bookings cannot be booked more than 12 months in advance.

The balance of your invoice is to be paid no later than 2 weeks prior to your wedding date via your invoice request.

***Please note prices may be subject to change at any time.

For any questions, please contact The Salon:

Ph: 0428 024 019

Email: hello@thesalongeelong.com.au