

## General Policy

### This page is updated regularly

- We take bookings - phone, texts, email or online.
- We reserve the right to refuse service at any time to a client with or without an appointment due to lateness, balances owed or disrespectful behaviour.
- We value our clients and therefore, are treated with respect and dignity.
- Any items brought into our premises is not our responsibility.
- Prices must be checked, confirmed and agreed between the stylist and the client before any appointment, Additional prices may be incurred on the day of appointment depending on the state of the client's hair so be honest during consultations.
- Consultations are FREE for the first 10 minutes and charged at £15 for a maximum of 30 minutes.
- We respect the privacy of our clients so we ask the permission of the client for any pictures to be taken for marketing and advertising purposes on our website and/or social media platform.
- Feel free to bring or order some food when you are having your hair done.

### Location

- We are based at Hendon where we operate a small braiding studio and unfortunately, don't offer hair washing and/or treatment services.
- Washing and treatment services can be offered to you in your home, extra costs apply.
- Please state your exact location during your booking by typing "Hendon or Home 30% extra plus travel at £1 per mile, to and from your home.
- Any lateness / delays on the client's part during home visits, will incur additional costs £10 per 10 minutes.
- During home visits, a client's hair can also be washed, and treated but the client must include this request when booking the appointment to avoid extra charges.
- Your hair must be WASHED AND GREASE FREE before your appointment otherwise, it will be cancelled and you will lose your deposit.
- No pets are allowed around the styling area of your home during home visits appointments.

### Clients with Children

- Please do not bring your children unless they are having their own hair braided, alternatively, we can book your child for a different day and time. If you must bring your children, it is your responsibility to provide quiet entertainment that keeps your children seated and out of the way as we do not have the facility to care or watch your children.
- It is advisable not to leave a child with their sibling who is having their own hair styled to avoid distractions and provide the child with some lunch/dinner.
- We are not responsible for your child's safety at any time if they are not having their hair braided.
- Children tend to take a shorter amount of time (depending on the style of braids or cornrows) and cry less or not at all if the parents are not around while they are getting their hair braided.

## **Cancellations and No Shows**

- Appointments can be cancelled at short notice however clients who fail to show up to their appointment cause an inconvenience to other clients and a loss of revenue. We therefore ask that you give us at least 12 hours' notice for any appointment change or cancellation, otherwise a penalty charge of £30 will be applied on the next booked appointment.
- In the event of continuous no show or repeat late cancellations, the full cost of the service booked applies and a 50% deposit required for future appointments.

## **Lateness**

- Evening appointments are booked from 5pm for a fixed additional charge of £10. Please inform us of any lateness that might occur due to traffic or for whatever reason. 30 minutes is the maximum amount of time we accept but any longer, the client will incur an extra charge of £10 or reschedule the appointment.
- Late evening appointments are also available for Home visits and travel at £25 within Harrow only.

## **Handling Complaints**

- We want every client to be 100% happy and satisfied with their hair so if, however, you have an issue or complaint, please notify us immediately and we will consult with you in order to have the issue resolved amicably within 24 hours. If you have simply changed your mind or if you return after 24 hours normal charges may apply.
- We welcome any feedback (be it negative or positive) as it will help us to provide a better service to all our clients and it is important for you to inform us if you are not 100% happy with your hair at any stage.

## **Payments, Deposits and Refunds Policy**

- We accept cash and online banking.
- A non-refundable deposit of £25 MUST be paid via online banking to secure your appointment regardless of the location of your choice.
- Clients have the right at any time to view the quality of our service and can view the front and back properly and request any changes before leaving our premises or before we leave your home. After the appointment, our non-refundable policy takes effect.

## **Offers, Promotions and Discounts**

- We reserve the right to cancel any offers and/or promotions at any time.
- All discounts must be presented to the stylist on the day of the appointment and not after.
- Discounts are only available on regular prices, not on already discounted or bargained prices.
- More than one discount can be redeemed on the day of your appointment - referrals, birthdays and wrap up because you have earned it. Please check for offers regularly.
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