

STUDIO VOGUE SALON

SALON POLICIES

We understand things come up. That's life. However we value your time to book with us so it is appreciated that our time set aside for each individual guests is also valued.

BOOKINGS AND CANCELLATIONS

1. Please note we are an appointment only salon. Bookings in advance and rebooking remains essential at this time!
2. If you can no longer make your appointment for any reason 48hrs notice is required to cancel or reschedule your appointment. No exceptions.
3. Scheduled appointment can be cancelled if more than 48hrs notice is given by contacting the salon during business hours via phone or message. (Messages outside business hours will not be replied to or accepted)
4. Appointments cannot be cancelled or changed on approval of appointment. The full costs of appointment booked may be charged.
4. In the case of a late cancelation 30% of your booked appointment will be charged to your card or required before rebooking another time.
5. In the case of a no show to your booked appointment 50% of your appointment will be charged to your card or required before securing any future appointments.
6. Late arrival by 15mins or more may A) require you to forfeit your appointment and the above no show fees may apply. B) Your appointment may go ahead forfeiting the original booking for whatever the stylist deems time left for however full booking fee applies. C) Your full booking may go ahead if there is enough time an additional \$50.00 late fee may apply.
7. Please be advised the above booking policies include COVID-19 related cancellations and no shows and all fees may apply. However if full appointment rebooked and attended within four weeks from initial appointment fee will be redeemable at this time.
8. All clients will be required to put down their card details to confirm and secure each appointment.

Note: Outstanding fees may be recovered through a debt collection agency.

REFUNDS

9. We will not offer a refund if you simply change your mind about the service received or product purchased.
10. As per the Australian Consumer law, refunds will only be offered if there is a major failure or minor problem that CAN NOT BE FIXED within a reasonable time frame.
11. Clients must notify the salon of the issue within seven (7) business days of their appointment or purchase. Client will be invited back for one (1) complimentary adjustment appointment to perfect the service provided.
12. If a product or retail item appears faulty please notify the salon within a reasonable time frame and product or item will be replaced at no cost to you.

MAINTAINING RECORDS & CONSENT TO CHARGE CREDIT CARDS

13. Our salon is committed to the privacy and confidentiality of personal and sensitive information. We ensure legal compliance by handling, protecting and maintaining the security of information acquired from you.
14. We are not responsible for the collection, distribution and handling of your personal and sensitive information by anyone who is not employed by our salon.
15. It's your responsibility to notify us of changes regarding personal contact and credit card details should they expire or be updated.
16. If a clause applies that obliges you to pay, you authorise the salon to charge your nominated credit card below.

GUARANTEES

17. Our highly trained technicians provide professional colour results using the finest products available. Our salon cannot guarantee lasting results if you are not using our recommended home hair or if you swim regularly.
18. As per the Small Business and the Competition and Consumer Act, any problems with your service must be reported within one (1) week of the original appointment date and time, by contacting the salon during business hours, via phone or message. We will then fix the service or replace the product at no charge, within one (1) week of the report of the fault.

PRICES & QUOTES

19. All prices are subject to variation without notice and include GST.
20. Pricing is individual and may change due to amount of product used and time service takes. Example first time client or extra long/ thick hair.
21. To obtain a quote, please contact the salon during business hours, via phone or message to schedule a consultation.
22. All consultations and quotes will require approximately 30mins investment from the client (you) and incur a small \$50.00 fee - redeemable if service booked and attended.

OCCUPATIONAL HEALTH & SAFETY

23. Due to Queensland's strict OH&S laws, all children under the age of 18 that are not receiving a service, must remain seated in the waiting area and are not permitted to be on the salon floor. We work with hazardous chemicals, sharp and very hot tools, your child's safety is important to us, and it should be to you too.
24. We ask that children under the age of 18 are accompanied in the salon by adults at all times and carefully monitored if it is not possible to arrange care. Please notify staff prior of your child's attendance to avoid any disturbance to other guests. .
25. Be advised that personal items are your responsibility and the salon will not be held liable for any personal items that are lost or damaged.

EJECTION FROM THE PREMISES

23. Out of respect to clients who spend their hard-earned money to have valued relax and pamper time with us, if you and/or your children are unruly or loud, you will be asked to leave the salon.
24. Our staff will not tolerate being spoken to rudely or abused in any way shape or form and are trained to ring the police immediately for their safety and duty of care for their guests.

****By booking with us you acknowledge and agree to our salon policies and terms and conditions.**

We look forward to looking after you and pampering you.

Thank you for your continued support and understanding.

Studio Vogue Salon - Management