

## Terms and conditions – The Salon Leeds

### 1. Data Protection & Client Registration

All new clients will be required to complete a treatment card following a consultation or prior to any service. We can confirm that personal details are stored and used in line with the Data Protection Act and are not passed onto any 3rd parties.

### 2. Skin & Allergy testing

All Clients must have a skin allergy test at least 48 hours prior to any chemical service and within the last 6 months; this will be recorded on your Client card which is securely stored in the salon. Clients are not allowed to bring their own products except where such products are medically prescribed, for which supporting documentation would need to be provided. Clients are advised that we cannot test for reactions to bleach products, where such products are used the client MUST inform a member of staff in the event of any adverse reaction or major discomfort.

### 3. Client Age Restrictions

We have a policy of a minimum age:

- a) minimum 16 for all services with a trainee
- b) minimum 16 for all colour/chemical services

### 4. Appointments with students

All Clients should be aware that the Assessor/Tutor or supervising staff member has the right to:

- a) Decide on the appropriate service to be offered in relation to the client's requirements and the student's abilities
- b) Decide or change the method by which the service is carried out
- c) Refuse admission to clients who are over 15 mins late for appointments
- d) Decline services where requirements exceed the level of the teaching programme
- e) Decline services where the Customer has not had a consultation or skin test as required

### 5. Availability of Services

All services are offered subject to availability of staff/students. In the case of students, this can vary as the academy offers flexible attendance. Occasionally appointments may be subject to delays or cancellation, in these circumstances we will always try our very best to notify you as soon as possible, sometimes we may offer services with a Stylist (appropriate prices apply), or reschedule.

### 6. Late cancellation & No-Show Fees

By booking online, clients agree to our **Fair Policy**, where fees will apply as follows:

Cancellation less than 48 hours before appointment: **50% of the booked service price**

No show (Client does not arrive and did not cancel): **100% of the booked service price.**

These fees are not refunded or credited against future services.

### 7. Refunds

On completion of service we always check that the service provided and we confirm satisfaction by the client, particularly with Students. Partial refunds (of a **maximum 50%** of the service price paid) may be provided at the Salon Manager's discretion for Stylist services only but are NOT provided for ANY client service with a Student under any circumstances.

***We respectfully ask that our clients remember that in the case of services with students, services may often take longer, and require some supervision or occasionally some correction. We ask that when having services with Students, Clients do not ask for complex services, or do anything that puts the student under pressure. Customers who may have specific needs are encouraged to book with Stylists and not Students.***