

Salon Terms and Conditions

Cancelation Policy

Your appointment is important to us and we understand life is busy. We also understand circumstances change and booking amendments may be necessary. Therefore, we respectfully request 24 hours' notice for cancellations. If you have provided us with your mobile phone number we will, send a reminder via text message as we understand appointments are often made in advance.

Less than 24 hours' notice or "No Shows" will be charged at 50% of the reserved service amount.

DivaCard - Our Loyalty Reward Card

DivaCard points cannot be redeemed for cash, sold or transferred. Your DivaCard must not be transferred to a third party. Your DivaCard cannot be used in conjunction with any other offer or discount. All client DivaCards remain the property of Hair Directory. Hair Directory reserves the right to without notice:

- Terminate the scheme
- Decline to issue Loyalty cards
- Withdraw or cancel the loyalty card
- Alter or amend the terms & conditions of the DivaCard scheme.

Purchase of Retail Hair Products

Retail hair products must be paid for in full at time of purchase or when they are ordered.

Price Alteration

We reserve the right to alter prices without prior notice.

Smoking

Please note that it is illegal to smoke anywhere in the Salon.

Personal Items

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for lost items.

Payment

Most credit and debit Cards are accepted, cash or cheque. All prices include value added tax at a current rate.

Gift Vouchers

Gift Vouchers are non-refundable. Vouchers may be used for services only. Vouchers cannot be redeemed for cash, sold or transferred. Gift vouchers must be handed to the receptionist at the time of payment. You are not under obligation to use the full value of your vouchers during one appointment. Late cancellation and "No Shows" terms as laid out above also apply to gift vouchers.

Data Security

Personal details taken from you during appointment making procedures will be kept safe and in the strictest confidence. We would, on occasion like to send you details of special promotions. If you would rather not receive these please let us know.