



# C&Co Hair Salon Terms And Conditions

## C&CO Hair Salon Online Booking Terms and Conditions

**Thank you for choosing C&CO Hair Salon! To ensure you have a smooth experience when booking online, please take a moment to read through our terms and conditions.**

### 1. Booking Confirmation

- All online bookings are subject to confirmation. Once your appointment is booked, you will receive a confirmation email or message.
- Please double-check your appointment date and time to avoid any scheduling conflicts.

### 2. Skin Test Policy

- Essential Skin Test Requirement: For all colour services, a skin test is required at least every six months.
- No Exceptions: We cannot proceed with any colour service if a valid skin test has not been conducted within the last six months.
- Booking a Skin Test: Please book your skin test at least 48 hours prior to your colour appointment, or pop into the salon. This quick and straightforward test is essential for your safety.

### 3. Accurate Booking Information

- Hair Length and Service Needs: Please be honest about your hair length and the services you require. Providing accurate information helps us allocate the right amount of time and ensures the best results.
- Uncertain about Services?: If you're unsure what service or treatment is right for you, or how to classify your hair length, give us a call at 01933 678900. Our team is happy to help you select the right options!

### 4. Appointment Changes and Cancellations

- We understand that schedules can change. If you need to reschedule or cancel, please provide at least 48 hours' notice so that we can offer your slot to another client.
- Please read our full cancellation policy for more details on fees and procedures related to late cancellations and no-shows.
- Late cancellations or no-shows may incur a cancellation fee.

### 5. Arriving for Your Appointment

- Please arrive 5 minutes early for your appointment. This allows us to start on time and provide the best possible service.
- If you are running late, please notify us as soon as possible. Delays may result in a shortened appointment time, adjusted services, or rescheduling.



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## 6. Deposits and Payment

- All services require a deposit upon booking. Deposits are non-refundable but can be transferred if you reschedule with adequate notice. We accept various payment methods, including cash and major credit/debit cards.

## 7. Health and Safety Requirements

- Please notify us of any medical conditions, allergies, or recent treatments (e.g., chemical treatments, henna) that could affect your appointment. For your safety, please do not bring young children unless they are having an appointment.

## 8. Pricing and Services

- All prices are subject to change based on the complexity of your service, the stylist's experience, and additional products needed. For customized services or any special requests, additional charges may apply, which will be discussed in advance.

## 9. Personal Belongings

- We kindly ask you to take care of your personal belongings while in the salon. C&CO Hair Salon cannot be held responsible for any loss or damage.

## 10. Feedback and Reviews

- Your satisfaction is very important to us! If you have any concerns or feedback, please let us know before leaving the salon, or feel free to email us.

## 11. Consultations First-Time Clients:

- For certain services, a complimentary consultation may be required before your initial appointment. This ensures that we understand your hair needs and can provide the best possible outcome.

## 12. Privacy Policy Data Collection:

- Any personal information provided during booking is used solely for appointment scheduling and customer service. We do not share your details with third parties. Marketing: By providing your contact details, you may occasionally receive promotional messages. You can opt out at any time.

## 13. Children's Appointments

- We welcome clients of all ages but ask that children under 16 be accompanied by a parent or guardian. Please ensure young children not receiving services are supervised at all times to maintain a calm and safe environment.

## Safety Notice:

- We kindly ask that children do not touch any salon equipment, including scissors, clippers, dryers, and straighteners, as these items are expensive and can cause serious injury. Children could potentially cut or burn themselves, so please keep them closely supervised.



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## 14. Satisfaction Guarantee and Adjustments

- Service Adjustments: If you are dissatisfied with your service, please let us know within 7 days of your appointment. We will do our best to address any issues with a complimentary adjustment where possible.
- Refund Policy: We do not offer refunds on services provided. However, we will work with you to ensure you are happy with your results.

## 15. Gift Cards and Vouchers

- Gift cards and vouchers are valid for 12 months from the date of purchase and are non-refundable.
- Gift cards cannot be exchanged for cash and must be presented at the time of the appointment.

## 16. Promotions and Discounts

- Any promotional discounts or offers cannot be combined and must be mentioned at the time of booking.
- Discounts do not apply to products or retail purchases unless specified.

**By booking an appointment online with C&CO Hair Salon, you agree to abide by these terms and conditions. We look forward to providing you with an exceptional salon experience!**