

SALON POLICIES

Booking Policy

The easiest way to book your treatments with us is via our online booking system. This software allows you to search treatments, preferred stylist/ therapist and our availability - This service is available 24/7 so you have easy access to our diary around the clock.

You can also make your appointment by calling the salon on 01992 848929 Please be aware that if we are currently serving a client or the salon is closed, we may not be able to take your call. If you leave a short message

and your contact details we will respond as soon as possible.

Once you have made an appointment you will receive a confirmation email/text with the treatment booked along with the date, time and which stylist/therapist your treatment is with.

Reminders will be sent out 48 hours prior to your appointment via text and email.

Appointment Time

We ask all clients to arrive on time for your appointments, Please allow 5 minute prior to your appointment time to fill in a consultation form if needed, which will be relevant to your treatment booked that day. Consultation forms will be emailed to you to complete prior to your arrival and this will ensure that we can start your treatment promptly if needed also

Late Arrivals

We will always try our best to accommodate our clients however this is not always possible without impacting on subsequent clients if you are running late for your

appointment.

If you are more than 15minutes late for your appointment it may not be possible to carry out the treatment in full, you will still be charged for the full cost of your treatment.

If you are more than 15minutes late and it is not possible to carry out your treatment we will offer to reschedule this however 50% of the treatment cost will be charged to reschedule treatment.

Cancellation Policy

If you are unable to attend your appointment it can be rescheduled or cancelled via the booking site (if over 48hours notice) or by phoning 01992 848929

By giving us more notice of this, we have chance to refill your appointment with clients on our waiting list.

Our cancellation charges are as follows

- Cancellation/Rescheduled appointment up to 48hours before appointment – no charge
- Cancellation/Rescheduled appointment between 48-24hours – 50% charge
- Cancellation/Rescheduled less than 24hours notice – 100% charge

Right to Refuse

We have the right to refuse any individual we feel is unfit for a treatment, this includes but is not limited to;

- Any individual that appears under the influence of drugs and alcohol. This is in place to protect you as well as our therapists.
- Certain treatments also come with what is known as contra-indications, these are conditions that can interfere with a result of a treatment. Any medical conditions

that are displayed or made aware to us during the consultation as a contra-indication will be explained to you by a therapist why this cannot be carried out. In this instance the therapist will discuss if there is another treatment suitable.

- Any individual who displays behaviour that makes any member of the staff feel uncomfortable, disrespected or intimidated. We provide a safe environment for our team and clients and this should be respected.
- A treatment to a client who is not the required age for that treatment.

Children on the Premises

We do not allow any children on the premises under the age of 14 unless they are

- Having a treatment with their parent/guardian present
- With their parent/guardian and the treatment is not in a treatment room

We are unable to let children stay unattended on our premises for their own safety.

Age Requirements for Treatments

Certain treatments are not suitable or insured due to the age of the client. Below is a list of treatments that carry strict age restrictions for clients. If we are in any doubt of the client's age, proof of identity can be asked for.

Treatment or Service Age of Client	Minimum
Colouring hair	16
Tinting or Lash treatments	16
Microdermabrasion	16
Collagen Lift	16

Some treatments are permitted for under-16s, but you must ensure you have written permission from a parent or legal

guardian before going ahead.

A parent or responsible adult (eg. carer) must be present during the treatment (in the same treatment room

The permitted treatments are:

- Hair cuts and blowdries
- Waxing (not intimate waxing).
- Facials
- Manicures
- Pedicures

Hair stylists and Beauty therapists must protect and promote the welfare of under-16s and vulnerable adults.

We must ensure treatments are safe and appropriate and that the individual wants to have the treatment and/or services.

Patch Testing

All clients wishing to have tinting treatments must have had a patch test within the last 6 months before treatments when not regularly visiting to have your hair done. If you are a regular customer within the last 6 months we can skin test yearly.

For eyelash and eyebrows it is every 6 months

The patch test needed to be carried out 48 hours before an booked treatment.

Failing to turn up for your patch test will result in the appointment being cancelled.

If you have had tinting treatments in other salons, we still require you to have a patch test with us prior to your hair colour, lash tint,

brow tint, lash lift treatment.

Medical Issues

If you have any medical issues we need to be aware of these need to be mentioned before the treatment in your consultation with your stylist or therapist.

If you are on medication please make us aware before any treatment is started especially with any hair colour or body treatments.

Complaints Procedure

We strive to give the best treatments and service to all clients, every appointment.

If you do not feel this was achieved or have suggestions for ways in which we can improve, please contact Becky Ridley-Ayers at becky@frednginger.co.uk or complete our contact form so we can investigate and ensure we improve our service in the future.

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