

Salon policy

Hayley Marie Hairdressing

Appointments & Cancellation policy

Confirmation for all appointments is required. Less than 48hrs notice of cancellation 50% of the appointment is charged.

No show policy

No shows 100% of appointment cost is charged.

Late arrivals

In order to respect our time, we ask you to arrive on time for your appointment. clients arriving more than 30 minutes late will forfeit the original appointment and will have to be rescheduled and charged as a no show (100% of appointment cost).

Skin tests

All new clients require a skin test at least 48hrs prior to appointment.

Existing clients skin tests are valid for 6 months and are to be renewed after that time or if it has been longer than 3 months since a colour.

Colour services are valid for ages 16+ only

Service guarantee

Your satisfaction is our highest priority. If you are not completely happy, please let us know during your treatment or within 24 hours after your service has been performed. We are committed to making any needed corrections if there was a fault on our side.

Services received cannot be refunded

Right to refuse service

We have the right to refuse service to anyone behaving improperly, intoxicated or if their state of health may influence the effects of the service.

Additional policies

Children in the salon, As we are concerned with your and your children's safety, we strictly prohibit unsupervised children in the salon. In emergency situations, please provide proper supervision for them in the form of an additional caretaker.

Colour staining on customers clothing

We do our utmost best to ensure colour does not get on to customers clothing by providing the correct PPE but in some cases accidents happen and we can not be held responsible for this and will not be liable to pay for items of clothing if damaged during a service

Client data

Hayley Marie hairdressing uses software provided by Fresha to manage appointments.

Here is a link to their Privacy Notice: <https://www.fresha.com/docs/legal-clauses-privacy.pdf>

Email: info@shedul.com

The personal data that we collect is:

- Name
- Home address
- Email Address
- Date of Birth
- Phone number
- Health information

We keep your personal data for a minimum of 7 years. Health and Safety records will be retained for 10 years and where we have your consent for marketing purposes, we will

retain the minimum required data until you notify us that you no longer wish to receive such information.

Only employees with traceable logins have access to your appointment and contact information. Your information is never sold or shared and is always kept private for your protection. We greatly appreciate your cooperation in providing us with the information we need

Please note that although I am based at steadman and co. Steadman and co hold no responsibility for my personal business, work or any complaints/claims.