

Vicki Maddison Hair

Appointment Policy

Please ensure you confirm your appointment on our booking system as soon as possible. In the event you need to cancel your appointment, please notify us at the earliest possible opportunity.

Cancellations:

We understand life happens, however if you cancel your booking with less than 48 hours' notice then there will be a cancellation fee of 50% of the appointment.

Missed Appointments:

Any missed appointments (No Shows) will incur 100% of the appointment fee.

Late Arrivals:

We respect your time and each appointment for our customers is planned to ensure we give the best possible service.

We may need to reschedule appointments / services if arriving more than 15 minutes late.

Skin Tests:

All our clients require a skin test at least 48 hours before your appointment. Existing clients skin tests are valid for 6 months, these must be renewed after that time or if it has been longer than 3 months since a colour treatment. Colour services are valid for ages 16+ only.

Service Guarantee:

Your satisfaction is my highest priority. If you are not completely happy with your service, please let me know during your appointment or within 24 hours of the service.

I am committed to making any needed corrections, if there is a fault with the service provided, unfortunately services cannot be refunded.

Right to Refuse:

I have the right to refuse service to anyone or if unfortunately, their Health may influence the effects of the service.

Children:

The Salon strictly prohibits unsupervised children in the Salon.

Additional Policies:

Colour staining, we do our utmost to ensure colour does not get onto customers clothing by providing the correct PPE, Gowns and Towels, in some cases accidents may happen and I cannot be held responsible and will not be held liable to pay for items of clothing if they are damaged during a service.

Client Data:

Vicki Maddison Hair uses software provided by Fresha to manage appointment.

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

Email: info@shedul.com

The Personal data we collect is:

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

The Fresha system / Salon keeps 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.

Thank you for understanding and I can't wait to pamper you!

Vicki Maddison Hair

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