

POLICIES

1. Appointment-Only and Deposit

- Booking: All services are available by appointment only. We do not accept walk-ins; all visits must be scheduled in advance.
- When booking an appointment, a digital consultation form must be completed before your visit. This helps us provide the best possible service. Please note that if the form is not completed, your appointment may be cancelled.
- Deposit Requirement: A 50% deposit is required to secure your appointment and must be paid at the time of booking. This deposit is non-refundable.

2. Cancellation and Rescheduling

Cancellation:

- Cancelling your appointment will result in forfeiting your 50% deposit.
- Cancellations with less than 48 hours' notice will result in forfeiting your 50% deposit, and full payment for your next appointment will be required upfront.
- No Shows: Failure to attend your appointment without notice will result in forfeiting your 50% deposit, and future bookings will no longer be accepted.

Rescheduling:

- Notice: You can reschedule your appointment at least 48 hours in advance, and your 50% deposit will be transferred to the new appointment.
- Multiple Reschedules: If you reschedule three times in a row, your 50% deposit will be forfeited, and a new deposit will be required for future bookings.
- Rescheduling with less than 48 hours' notice will be treated as a cancellation, resulting in the forfeiture of your 50% deposit.
- How to Reschedule or Cancel: To reschedule or cancel your appointment, simply use the "Manage Appointment" link in your booking confirmation email or SMS. You can also log into your Fresha account via the app or website to make changes.

3. Appointment Arrival

- For the best results, please come to your appointment with clean, dry hair free of styling products. We recommend washing your hair 1-2 days before your appointment, rather than on the day of your service to help protect your scalp.
- External Colouring: If you arrive at your appointment with hair that has been chemically treated (e.g., colouring, perming, relaxing, or keratin treatments) anywhere other than in our salon since your last consultation or colour service with us, the colour portion of your appointment will be cancelled. However, other services such as cuts, blow dries, and conditioning treatments can still be provided, but the full price of the original appointment will still be charged. If you choose to cancel the entire appointment, your 50% deposit will be forfeited.

Early Arrival:

- Please arrive no more than 15 minutes before your scheduled appointment to help us maintain a smooth schedule.

Late Arrival:

- If you arrive up to 10 minutes late, your service may be shortened to fit the remaining time available. Please note that the full price of the original booking will still apply, even if not all services can be completed due to the late arrival.
- If you arrive 15 minutes later or more, your appointment will be cancelled, and your 50% deposit will be forfeited.

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4. Consultation Policy for Colour Services

- A consultation allows us to understand your hair goals, assess the health of your hair, and includes a skin test and strand test. It must be completed at least 48 hours before any colour service.
- New Clients: A consultation is required before booking a colour service.
- Existing Clients: If it has been over 3 months since your last colour consultation or over 6 months since your last colour appointment with us, a new consultation is required before booking a colour service.
- In the event that we change our colour brand, all clients who have previously received a colour service with us will be notified in advance. A new skin test and strand test will be required to ensure the best and safest results.
- Service Expectations: Additional consultations may be necessary for complex services. Discuss any specific requirements or concerns with us prior to your appointment.
- Appointment Duration: During your colour consultation, we will provide you with an estimated appointment duration based on your specific hair type, length, and the service requested. However, please note that this is only an estimate, and the actual time required may vary. Factors such as hair condition, service complexity, and desired results may extend the appointment beyond the quoted duration.

5. Age Policy

- Minimum Age for Colour Services: Clients must be at least 16 years old to receive any colour treatments.
- General Services: We do not provide services to clients under 12 years of age.
- Children under 12 are not permitted in the salon for safety and comfort reasons. We appreciate your understanding in helping us maintain a professional and relaxing environment.

6. Pricing and Additional Charges

- Additional Time/Cost: To ensure transparency and provide you with the best value, our price list serves as a general guide. Final pricing may vary depending on hair length, thickness, and the specific services needed. A personalised quote will be provided during your consultation to give you a clear understanding of the cost.

7. Service Quality Guarantee and Reporting Issues

- Reporting Issues: If you are not completely happy with your service, we will gladly offer a one-time complimentary adjustment within 7 days of your appointment. If any issues are reported after 7 days of your appointment, additional adjustments will be charged at the full service rate.
- Please note that complimentary adjustments are offered for minor changes only and do not apply to a complete redo of the service. We reserve the right to assess whether the issue falls under this policy.

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8. Service Refusal Policy:

- At Lumina Hair Studio, we prioritise providing the best possible experience for both our clients and our team. We will always attempt to find a suitable resolution before refusing service. However, we reserve the right to refuse service if we feel that we are not the right fit for the client's needs or if we believe the service requested may not result in the best outcome. This includes situations where clients have expressed ongoing dissatisfaction with results despite our best efforts. This ensures a positive experience for both our clients and team.

9. Housekeeping

- Solo Visits: Please attend your appointment alone. Guests, animals (except service animals with appropriate documentation), and children are not permitted.
- Respect for Privacy: Please avoid entering staff-only areas and refrain from touching salon tools and equipment.

10. Photos and Videos

- Clients are welcome to take photos or videos of their service but must ensure that no other clients appear in their images for privacy reasons.

11. Conversation Boundaries and Respectful Behaviour

- Mindful Topics: Please choose conversation topics that are considerate of everyone present. We may adjust the conversation or appointment if sensitive subjects affect the comfort of staff or other clients.
- Professionalism and Courtesy: Interactions should remain courteous and respectful. Offensive language or behaviour, including discrimination or harassment, will not be tolerated. We reserve the right to end appointments and refuse future services if necessary.

12. Payment Policy

- Accepted Payment Methods: We accept cash, credit/debit cards, and digital payments.

13. Privacy Policy

- Confidentiality: All client information is confidential and used only for salon-related purposes. Client records will not be shared with third parties without explicit consent.

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15. Adverse Reactions Policy

- We will promptly address and manage any adverse reactions during your appointment, taking whatever steps are necessary to ensure your safety, which may include removing the colour or other corrective measures. However, we cannot be held liable for dissatisfaction with the appearance of the colour results or any damage to the hair as a result of these adverse reactions and corrective actions.
- For safety reasons, we may refuse future services if there is a risk of similar reactions occurring.

16. Colour Service Longevity Policy

- The longevity and appearance of your colour service depend on your aftercare routine. For the best results, we recommend using professional-grade products and following our aftercare guidelines. Please note that we cannot be held liable for any fading, damage, or changes to the colour resulting from not following these recommendations.

17. Protection and Liability for Personal Property

- Clothing Protection: While we provide capes and covers for your protection, we recommend wearing clothing that you wouldn't mind getting colour on. If you choose to wear items you prefer to keep clean, please understand that it is at your own risk, and we cannot be held responsible for any damage.
- Personal Belongings: We are not responsible for any loss, damage, or theft of personal belongings while you are at the salon. Please keep your valuables safe and with you at all times.

18. Holiday Closure Policy

- Closure Notice: The salon will be closed on designated holidays or during specific periods. We will provide advance notice to help you plan your appointments accordingly.

19. Gift Certificate Policy

- Purchase: Gift certificates are valid for one year from the date of purchase and are non-refundable. Lost or damaged certificates will not be replaced.

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20. Liability Policy:

- At Lumina Hair Studio, we prioritise your safety and satisfaction. While we take every precaution to ensure client safety and satisfaction, we are not liable for any issues arising from the use of products or services beyond our control. This includes any indirect, incidental, or consequential damages.
- Adverse Reactions: We cannot be held liable for any skin reactions, allergic responses, or damage caused by the products used.
- Service Outcomes: We strive to achieve the desired results as discussed during the consultation. However, due to individual hair types, conditions, and external factors beyond our control, we cannot guarantee specific outcomes, nor are we liable for dissatisfaction with the final result.
- Hair Condition: While we take every precaution to assess and maintain the health of your hair, we cannot be held liable for any damage caused by chemical treatments, heat styling, or external factors, including previous treatments done outside of our salon. We will provide recommendations for maintaining hair health, but following this advice is at the client's discretion.
- Safety and Compliance: Clients must disclose any known allergies, sensitivities, or medical conditions before their appointment. Failure to do so may increase the risk of reactions or complications, and the salon cannot be held liable in such instances. We reserve the right to refuse service if we believe a treatment may pose a risk based on the information provided.
- Future Refusals: If a client has experienced repeated adverse reactions or dissatisfaction despite our best efforts, we reserve the right to refuse future services to protect both the client and the salon.

21. Changes to Policies

- Updates: The salon reserves the right to update or modify policies. Clients will be notified of any changes to policies at least 30 days in advance.