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Terms, Conditions and Policies.

1. Offers

- a. Where the offer is a voucher, only one voucher per transaction and not to be used in conjunction with any other offer.
- b. Vouchers have no monetary value and cannot be exchanged for cash or other goods.
- c. Offers sent via text or emails are subject to our standard Terms & Conditions.
- d. Other brands of hair care products and equipment are not included with vouchers unless otherwise specified.
- e. Where retail products are part of or included in offers this is subject to stock availability; cash or other goods may not be exchanged due to stock being unavailable.

Academy Two Ltd.

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- f. Where the offer is for services this is available with selected stylists or beauticians. Please check before booking.
- g. In-salon advertised offers are available only when the offer is displayed in salon window, display frames or A-board.
- h. Offers and vouchers are not to be used in conjunction with any other offers, discounts or reward systems.
- i. Where applicable offers are made subject to availability.
- j. The management reserve the right to alter offers and discounts at any time without notice and will not accept copies or be held responsible for lost or stolen vouchers and discount cards. E&OE.
- k. Seasonal deals and grouped services purchased must be used up within 16 weeks of purchase unless otherwise stated.

2. **Payment Methods**

We accept Visa, MasterCard, American Express, Cash or Cheque (minimum amount for cheques is £25).

3. **Service Guarantee**

We want you to be happy and satisfied with your services. Therefore, we do ask that you contact us by email, fax or post within 48 hours of your service(s) for any queries, grievances or criticism that you may have. We do not offer refunds on services over the counter, but we are happy for the opportunity to make things right for you. If at any time you feel that you would prefer to try the services of a different stylist, then we support and recommend that you do so. Our entire team's talent is at your disposal and discretion.

4. **Retail Products Guarantee**

- a. It is important to us that you have the correct hair care products for your use at home. We endeavour to recommend exactly what works for you; we are not looking to add to the product graveyard that exists in many bathroom cabinets. We encourage you to return, within 14 days of the original purchase date, any salon purchased item(s) that does not meet your expectations and discuss with your stylist what concerns you. If available and applicable we will replace it with something that better suits your needs.
- b. Returns accepted on hair care products will be given full exchange credit toward the purchase of another product. Product cannot be exchanged for cash or any styling tools or services and should a refund be applicable where the product is not available a customer credit voucher will be issued.
- c. Returns on hairdryers, flat/straightening irons, curling irons and The 'O' system must occur within 14 days of the original purchase date. Returned items must consist of all packaging and be in original condition.
- d. We cannot offer returns or exchanges on hair accessories such as clips, brushes, combs, etc. Sales of those items are final.

5. **Appointments**

We recommend that you make all appointments in advance to ensure stylist availability, as well as to secure the time that works best for you. Please arrive promptly for your scheduled appointment time in order to relax, browse style ideas and enjoy a refreshing beverage. If you are late for your appointment, we may need to reschedule or modify your service(s).

6. **Cancellation Policy**

If you miss your appointment without giving at least a 24-hours notice, you will be billed half of the cost of the missed service(s). Failure to show for an appointment without any notice will result in a full service charge. These fees will need to be paid prior to future visits. For your convenience, we provide a confirmation text prior to your appointment where. We ask that you keep us informed of any changes in your contact information.

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7. Gratuities

Gratuities are not included in the cost of services or gift certificate/voucher purchases. Tipping can be made via all our payment options, however cash is customary and very much appreciated; we thank you for your consideration. We provide a tip box on the reception desk for your convenience; however please do feel free to tip your stylist and their assistants directly.

8. Guest Policy

In the service area of the salon we can only accommodate those clients receiving services. We thank you for your cooperation in advance. Our goal is to provide each client with personalized individual attention. All guests are asked to wait in the reception area where our reception staff will make them feel welcome. In addition, we ask that all children (not receiving a service) remain supervised in the reception area for their safety.

9. Gift Vouchers

Gift vouchers are available at all our salons for your gift giving convenience and can be tailored to any amounts or for specific services and packages. Speak to reception or your stylist for the best possible combination of services. Gift certificates do not include gratuities and are not redeemable for cash.

10. Disclaimer

All pricing is based on time and product used to perform each service. Pricing is subject to increase if additional time or product is needed to accommodate your particular hair needs. If you have any questions on specific pricing, then we urge you to ask your stylist for pricing prior to your service.

11. Mobile Communication

We ask that all mobile phones be set to vibrate before entering the salon as a courtesy to other clients and our salon team. We endeavour to provide a relaxing, private and undisturbed atmosphere at all times. All our salons are equipped with WiFi and this is free for clients to use during their visit, please ask your stylist for the password.