

HEAD OFFICE HAIR SUITE -CLIENT TERMS OF SERVICE -

At Head Office Hair Suite, we are committed to providing high-quality services in a safe and professional environment. To help us do so, we kindly ask all clients to acknowledge the following expectations and responsibilities:

Accurate Information

Clients are responsible for providing accurate and complete information, including:

- Hair history, previous chemical services, and home treatments
- Medical conditions, allergies, sensitivities, or medications that may affect services
- Lifestyle factors that may impact results or longevity

Consultations & Expectations

- Clients must communicate their desired outcome clearly during consultation
- Reference images are welcome and encouraged
- Results may vary due to hair history, condition, and maintenance
- Our highly trained stylists provide professional advice, recommendations and guidance based on the information you have provided during the consultation. Head Office Hair Suite use top quality professional products to achieve desired colour/look. Head Office Hair Suite cannot guarantee lasting results unless you are using recommended home hair care purchased in salon and following all personalised home care regimes specific to your individual look recommended by your stylist.

Service Outcomes

- Hair services are professional treatments, not guarantees of exact replication; while we always do our best to achieve your desired outcome, please be aware that some reference images may be heavily edited, filtered, Photoshopped, or AI-generated.
- Clients acknowledge that results may vary and are influenced by hair condition, prior services, and aftercare

Aftercare

- Clients are responsible for following recommended aftercare and home maintenance advice
- Failure to follow aftercare instructions may affect longevity and results
- Head Office Hair Suite is not responsible for premature fading, damage, or reduced longevity where recommended aftercare and home maintenance advice has not been followed.

Personal Belongings & Clothing

- Clients are responsible for the safety of their personal belongings while in the salon
- Head Office Hair Suite is not responsible for loss, theft, or damage to personal items
- While all care is taken, clients acknowledge that hair services may involve products, water, or colour, and we recommend wearing appropriate clothing. We cannot be held responsible for damage to clothing or personal items

Appointments & Policies

- Clients are responsible for arriving on time and adhering to all booking, cancellation, payment, and salon policies
- By booking, clients acknowledge they have read and agreed to these policies

Respect & Safety

- Respectful behaviour towards staff and other clients is always required
- We reserve the right to refuse service where behaviour is abusive, unsafe, or inappropriate

Ejection & Refusal of Service

We reserve the right to refuse or discontinue service and request that a client leave the premises if, at any time, their behaviour is deemed inappropriate, unsafe, or disruptive.

This includes, but is not limited to:

- Abusive, aggressive, threatening, or disrespectful behaviour
- Harassment of staff or other clients
- Intoxication or suspected substance impairment
- Failure to follow salon safety instructions or policies
- Damage to salon property or equipment

Where a service is refused or terminated due to client behaviour:

- The appointment may be treated as a late cancellation or no-show, and applicable fees may apply
- The salon is under no obligation to continue or rebook services

Head Office Hair Suite always prioritises the wellbeing and safety of its staff and clients. By making a booking with Head Office Hair Suite, you acknowledge that you have read, understood and agree to adhere to terms and conditions outlined in the Client Terms of Service. Head Office Hair Suite reserves the right to amend policies, pricing, and procedures at any time without notice.

