

HEAD OFFICE HAIR SUITE - APPOINTMENT & BOOKING POLICY -

At Head Office Hair Suite, our appointment policies are in place to protect our team's time, ensure fairness, and deliver the highest standard of service.

Booking Appointments

- Appointments are essential and subject to availability
- Online bookings must be made under the correct service
- If an incorrect service is booked, pricing may change, or the appointment may need to be rescheduled
- Certain services require an in-salon consultation prior to booking
- Cancellation Policy applies to ALL appointments

Deposits

- Deposits may be required to secure appointments (services over \$250 in value)
- Deposits are deducted from the final service total
- Deposits are non-refundable and subject to our cancellation policy

Service Changes

- Any changes to your booked service must be requested prior to your appointment
- Additional services requested on the day are subject to time and availability

Consultations & Results

- Consultations are a critical part of achieving your desired outcome
- The client agrees to full & truthful disclosure of hair history, home care, and previous treatments
- The client agrees to full & truthful disclosure of any medications or medical history that may affect the service (eg; allergies, surgeries etc)
- Some results cannot be guaranteed in one session (eg; major transformations may require multiple sessions)

Children & Additional Guests

At Head Office Hair Suite, the safety of our clients, children, and team is our top priority. Our salon is a professional working environment and contains inherent safety hazards such as

- Sharp implements such as scissors, razors, and blade
 - Hot Tools
 - Electrical equipment and cord
 - Professional chemicals and colour products
 - Wet floors and high foot traffic
- For safety reasons, children are not permitted to move freely throughout the salon and must remain seated and under direct supervision at all times
 - Prams, toys, and running or playing on the salon floor are not permitted
 - Only clients receiving services may be seated in styling areas
 - If a child becomes unsettled or creates a safety risk, we may end the appointment early
 - If a child damages any property belonging to Head Office Hair Suite, parents will be liable to cover costs of repair/replacement
 - Due to safety and space considerations, only clients receiving services may be seated in styling areas any children or additional guests must remain seated in the salons waiting area
 - Additional guests are limited to 1 per person (not including children)
 - Additional guests / Children may not attend any appointments during peak times

Head Office Hair Suite reserves the right to amend policies, pricing, and procedures at any time without notice.