

Terms and Conditions for Act Hair and Beauty Saloon

Set out below are the terms on which Act Hair and Beauty Saloon provides service to its clients. Please ensure that you have read and fully understood them, prior to booking any skin treatment.

1. Appointments and cancellations

All therapists at Act Hair and Beauty Saloon are trained and approved in accordance with the company's treatment protocols and therefore Act Hair and Beauty Saloon does not guarantee continued treatment with a named therapist.

All treatments, apart from facial treatments require a compulsory consultation. However, it is recommended that you book a consultation prior to your facial treatment to make sure that the treatment is suitable for you.

If you are unable to attend your appointment, please contact us immediately on 07861739814 or 01214599780. We will need to know that you wish to cancel 24 hours before your appointment is due. Failure to cancel or rearrange 24 hours before your appointment will result in the loss of the treatment from your purchased package or deposit being redeemed.

Please arrive for your appointment at least 15 minutes in advance so that the necessary paperwork can be completed. Late arrival may result in reduced treatment time or forfeiting of the appointment. Act Hair and Beauty Saloon will endeavour to ensure that your appointment runs to time; however, should we need to cancel or postpone your appointment at short notice, we will make every effort to contact you in advance.

Prior to your appointment we will inform you of any preparation required in advance of your treatment. Failure to follow the guide lines may result in cancellation of your appointment, reduced treatment time, or additional fees being charged.

Any client who requires treatment and brings a child with them must also be accompanied by another adult to chaperone the child whilst the client is being treated. Failure to bring an adult chaperone with any child will result in the treatment being cancelled and loss of the value pack treatment or deposit. No children under the age of 16 years must be left unattended within the clinic at any time.

2. Credit card details, Payment & Security payments

Act Hair and Beauty Saloon does not offer any refunds for treatments or products.

Payment

We currently accept payment by Visa and Mastercard and PayPal. Credit card purchases will be processed and authorized by our approved payment gateway eWay. We do not see or store or see the credit card details. We also accept orders via email and over the phone. For large or unusual orders we may call to discuss details with the credit card holder. This is to offer the card holder protection against fraudulent transactions.

Sorry, at this time we are unable to accept payment via cheque, bank transfer or any method other than those listed above.

Online Security

We use GeoTrust Secure Socket Layering (SSL), the industry standard encryption technology that ensures safe internet transmission of your personal information.

SSL encrypts and protects the data you send to us over the internet. If SSL is enabled then you will see a padlock at the top of your browser. You can click on this to find out information about

the SSL digital certificate registration. You will also notice that when you look at the location (URL) field at the top of the browser you will see it begin with 'https:' instead of the normal 'http:'. This means that you are in secure mode.

If however you still feel uneasy about ordering online please feel free to contact us and we can arrange the order over the phone.

We practice safe e-commerce and do not store credit card details. For your safety and protection, we will confirm that the billing address you provide matches the address on file with your credit card company to ensure your credit card is not being used fraudulently.

3. Treatment suitability

At Act Hair and Beauty Saloon, we will always assess whether treatment is suitable for you via consultation, or likely to be successful, prior to any treatment being carried out. If not, our therapists will inform you as to the reasons why.

4. Liability

Act Hair and Beauty Saloon will not be liable in contract, tort or otherwise for any economic loss (including, without limitation, loss of profit), or for any other special, indirect or consequential loss or damage arising out of, or in connection with, its provision of any goods and/or services to the client.

It is the client's responsibility to ensure that he or she provide Act Hair and Beauty Saloon with all relevant medical details prior to each treatment. Act Hair and Beauty Saloon will not be liable for any damage that occurs as a result of the client's failure to disclose such details.

The client agrees to comply with all instructions and/or recommendations given to them by, or on behalf of, Act Hair and Beauty Saloon regarding the care of a treated area. Nothing in these terms of business shall exclude or limit Act Hair and Beauty Saloon's liability for death or any personal injury resulting from Act Hair and Beauty Saloon's negligence.

5. Your right to complain

Act Hair and Beauty Saloon endeavours to treat all its clients appropriately, compassionately and fairly. If, however, you have an issue with any matter in relation to your treatment at Act Hair and Beauty Saloon, you are entitled to lodge a complaint, either verbally, by telephone, email or in writing. If you require assistance with making your complaint, Act Hair and Beauty Saloon will be pleased to help.

6. Refer a friend

- If you refer a friend to Act Hair and Beauty Saloon, you will receive a free treatment.
- This free treatment cannot be used in conjunction with any other offer or promotion.

Act Hair and Beauty Saloon reserves the right to withdraw this offer at any time.

7. Data privacy

The data we collect

At Act Hair and Beauty Saloon, management collects your first name, last name, contact numbers, address, email address(es), and any medical information that is required before your treatment(s).

We keep your personal information for 6 months on our online database.

Sharing your personal information

The privacy of your personal information is very important to us. Act Hair and Beauty Saloon will not supply and/or pass on any of your details to third parties, unless required to do so by UK governing law.

How we use your data

From time to time we may send you e-mail newsletters of new arrivals or promotions from Act Hair and Beauty Saloon. In all e-mails you will be given the option to be removed from our mailing list, which will mean the removal of your details from our online database, immediately. You will not be sent future correspondence, unless you request to be added to our list at a later date.

We also use your personal information to provide you with targeted advertisements and/or marketing communications that we believe may be of interest to you.

As a statement, these Terms and Conditions do not affect your statutory rights as a consumer.