

## **J's Studio Client Policies**

At J's Studio, we pride ourselves on offering a beautiful, relaxed and professional experience for every guest.

To ensure that all clients receive the best possible service and that appointments run smoothly, we kindly ask that you take note of our salon policies below.

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### **Booking Policy**

All appointments are subject to availability and are only considered confirmed once booked through our salon system.

If you are a new client, a deposit of 50% will be required for your first 3 visits and will be sent to you via a payment link. Thereafter you can make payments in store on the day of your appointment.

- \* We recommend booking in advance to secure your preferred stylist / therapist and time slot.
- \* Certain services may require longer booking times and therefore limited availability.

We kindly ask that clients arrive on time for their appointments.

### **If you arrive late:**

- \* Your treatment time may need to be shortened to avoid delaying the next client.
- \* In some cases, your appointment may need to be rescheduled if there is not enough time to complete the service properly.
- \* Full service fees will apply for significantly shortened services caused by late arrival.

Our goal is always quality over rushing.

### **Cancellation Policy**

We understand that life happens and schedules can change. The below may be waived at our discretion only.

We kindly request at least 24 hours' notice for any cancellations or appointment changes. In the event of giving sufficient notice, your deposit may be transferred to your re-scheduled appointment.

Cancelling your appointment less than 24 hours will result in 100% cancellation fee. This will be sent via a payment link to your WhatsApp number.

- \* Repeat short-notice cancellations requiring future appointments to be secured with a deposit

NO SHOWS will not be tolerated. You will be charged 100% cancellation fee of the service booked and future booking will only be booked once no show penalty has been paid.

Repeated no-shows may result in a non-refundable deposit required for future bookings

### **Consultation & Service Suitability**

At J's Studio, we believe in professional, honest consultation before treatment.

#### **Please note:**

- \* Our team may advise against a requested service if it may compromise the health of your hair, skin, or nails.
- \* In some cases, a treatment plan or phased approach may be recommended instead of performing the full requested service immediately.
- \* Final results can vary depending on hair history, condition, previous colour, skin type, nail condition, and aftercare.

*We will always prioritise the integrity of your hair, skin, and nails over a rushed result.*

### **Colour / Chemical Service Policy**

For all colour, lightening, corrective, or chemical services:

- \* A consultation may be required before booking
- \* Patch testing may be required where applicable

We cannot guarantee exact results if there is:

- \* previous box colour
- \* unknown colour history
- \* uneven lifting
- \* compromised hair condition
- \* product build-up or overlapping chemical history

Corrective work may require more than one appointment.

### **Refund Policy**

Due to the nature of professional salon services, refunds are not offered on completed services.

#### **However:**

- \* If you are unhappy with your service, please notify us within 3 days so we can assess and, where appropriate, if appropriate, offer a reasonable adjustment/fix.
- \* Adjustments are considered at management discretion and must be based on the original consultation outcome.

#### **We do not offer refunds due to:**

- \* change of mind
- \* dissatisfaction with a requested style choice after completion (where the service matched the consultation)
- \* issues caused by failure to follow aftercare advice
- \* services altered by another salon after your appointment

### **Retail Product Policy**

We are proud to stock carefully selected premium salon products.

#### **Please note:**

- \* Opened or used retail products cannot be returned for hygiene reasons unless faulty.
- \* If a product is defective, please notify us as soon as possible so we can assist.
- \* Product recommendations are based on professional consultation and individual needs.

### **Gift Voucher / Gift Card Policy**

Gift vouchers or gift cards:

- \* Must be presented at the time of appointment / redemption
- \* Are non-refundable and not redeemable for cash
- \* Must be used before the stated expiry date
- \* May only be used for the services / value stated, unless otherwise arranged

### **Respect & Salon Environment**

We are deeply committed to maintaining a warm, respectful and welcoming environment for both clients and staff.

We kindly ask that:

- \* Communication remains respectful at all times
- \* Staff are treated with courtesy and kindness
- \* Any concerns be raised calmly so that we can assist appropriately

Abusive, aggressive or inappropriate behaviour will not be tolerated.

### **Photography / Social Media**

At times, we may photograph or video certain services or results for social media or marketing purposes.

- \* We will always aim to do so respectfully
- \* If you prefer not to be photographed, please let us know before or during your appointment

### **Right to Refuse Service**

J's Studio reserves the right to refuse or discontinue a service where:

- \* a client arrives excessively late
- \* a client is unwell in a way that may affect staff or others
- \* the requested service may compromise the health of the hair / skin / nails
- \* inappropriate or disrespectful behaviour occurs
- \* salon policies are repeatedly ignored