**Graduate Salon – policies, procedures & terms and conditions**

In this document we have outlined the policies, procedures and terms and conditions for Graduate Salon. If you have any further questions, please speak to a member of the team.

**Appointments:**

We request that clients aim to arrive 5-10 minutes prior to their service time to ensure that we are able to accommodate the service you intend in full. Any late clients that we are able to still accommodate will still be charged for the full service booked. Please call the reception team if you have any problems meeting your agreed service time and we will do our upmost to try and accommodate you.

**Staff absence:**

In the rare and unfortunate circumstance that your therapist or stylist is unable to attend to work, we will try our best to accommodate you with an alternative stylist. We will try and contact you regarding any of these changes.

**Salon closure:**

In the rare and unfortunate circumstance of having to close the salon, which could be due to unforeseeable extreme weather conditions, building problems etc., we will call you to notify you as soon as possible. Staff may be communicating with you from a remote location, and may have limited access to re-book you at the time of initial contact. Our main aim will be to notify you of the problem and then if needs be, we will arrange further contact to re-arrange any affected bookings. There may be extreme cases where we may be unable to communicate with you due to not being able to access client data.

**Client complaints:**

If you have been unhappy with your salon visit and wish to make a complaint, in the first instance please notify your stylist or therapist, and if this is not suitable, please speak with our client coordinator at the salon reception. It may be that we need to escalate you complaint to a senior person, in this instance your complaint will be passed on to the commercial manager. Complaints may be requested in writing.

**Client no shows:**

If you are unable to attend your service booking, please call the salon reception team as soon as possible. For any clients that do not show for their booking, we will input this on your personal client card to notify any future bookings that a non-refundable payment will be required in full.

**Payment deposits:**

Due to a high demand of our beauty executives, we require a £10 non-refundable deposit on all treatments over £30 at the time of booking, and all hairdressing GK taming services require a £50 deposit at the time of booking. Any extensive colour correction or creative hair work will require a £10 non-refundable deposit at time of booking.

**Patch Testing:**

We are required to follow patch testing procedures for chemical and colour services in hair and beauty. This includes lash tinting, brow tinting, lash lifting, lash adhesives and hair colouring. Other skin tests may be required based on individual circumstances

**Product usage:**

As we are a professional salon we are not permitted to use any client brought products that are not property of the salon. This is due to health and safety and COSHH regulations.

**TGPA models:**

Models sourced for the TGPA will be required to pay a £10 contribution fee. This will be taken at the time of a skin test (if application) or at the time of booking.

**VIP cards:**

We offer VIP cards for our regular clients. They are £30 each, last 12 months, and entitle you to 10% off all commercial services. If you purchase 12 retail products during the 12 months, you can select a retail product of your choice up to the value of £20. If you wish to add to the value of this items you are more than welcome to. Exceptions to the cards are BOGOF and other promotional activities that we may be currently running. Items and services must be chargeable at full price.

**Other discounts:**

Staff and students discounts are available and are only permitted to be used for themselves. ID badges will be requested at time of payment. These discounts cannot be used in conjunction with any other offer.

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\*\*Please note we continually update our policies and procedures and other terms and conditions may apply.