



Salon Policy & Guidelines

SALON POLICY & GUIDELINES

Appointments & Cancellations

- **Appointments:** We operate on an appointment booked basis which is arranged in advance, online, by phone, or in person. Though we are happy to accommodate walk-ins, we cannot guarantee the availability.
- **Deposit:** A deposit may be required for certain services when booking, this can be taken online or over the phone before the appointment. For advanced treatments, we may ask for a 50/100% pre-payment to secure the appointment.
- **Cancellation Policy:** We require a minimum of 24 hours notice to cancel, reschedule or move any appointments booked with us. For any appointment slots of 2 hours or more, we kindly ask for 48 hours cancellation/rescheduling notice. We reserve the right to charge a cancellation fee of 50% of the full treatment value if an appointment is cancelled or scheduled with less than 24 hours notice.
- **No Show Policy:** No Show/Missed appointments, will be charged at the full treatment value to cover the loss of business in reserving the appointment slot for the individual. Unfortunately, due to the impact to the business and our team members, we have to be strict with our cancellation policy. This cancellation policy is non-negotiable and we will not take any further bookings until payment for late cancellation or missed appointments are made.

Late Arrivals

- We reserve the right to refuse to do the treatment booked due to lack of time to maintain service quality. We will of course try to do our best but cannot guarantee the full treatment due to being late. This may incur a fee for rescheduling as it's classed as a missed appointment. Should the therapist feel they can still do the service, they may receive a shorter service to offset the impact.

Payment & Gratuity

- **Accepted Payment Methods:** The accepted payment methods are credit/debit cards, American Express & bank transfer. Please note we are trying to become a cashless business, therefore other forms of payment are preferred.
- **Gratuity:** Gratuity is a personal choice that lets clients express their appreciation. This can be given in cash or asked to be included in the final bill at the reception desk. All tips will be allocated directly to the staff member.
- **Service Pricing:** Our treatment list & price list can be found through our website www.seiva.je. For further information on specific services please get in touch.

SALON POLICY & GUIDELINES

Returns & Refunds

- **Products:** Once purchased, any unopened products may be exchanged within 7 days. No refund will be offered, solely credit on account.
- **Services:** Should a client ever feel dissatisfied with the outcome of a treatment, contacting our management team will ensure a solution to the issue can be found. Any concerns will be looked into and resolved based on individual circumstances.

Health & Safety

- **Consultation Forms:** When visiting, it's essential to fill out our health consultation forms accurately. These forms ensure your safety and that of the staff and other clients. You'll be asked about allergies, injuries, or medical conditions that could impact your treatment. For instance, disclosing a skin allergy is vital, as certain products may trigger a reaction. If you have injuries or conditions like chronic pain, the staff can adapt their techniques to suit your needs. This proactive approach ensures a safe, comfortable experience and allows professionals to provide tailored services based on your health requirements.
- **Hygiene & Cleanliness:** Maintaining high sanitation and cleanliness standards is essential. It ensures the health and safety of customers and employees whilst enhancing our brand's reputation. Key steps include implementing rigorous cleaning protocols, using quality cleaning products, and training staff on hygiene practices. Regular disinfection of surfaces and equipment helps prevent the spread of germs. By prioritising sanitation, we create a safe environment.
- **COVID-19 & Illness Policy:** If you're feeling unwell and need to cancel or reschedule your appointment, please inform the salon as early as possible. In cases of last-minute cancellations, a fee may be charged according to our policy. We assess every situation individually to ensure fairness.
- We kindly ask that you refrain from visiting if you are visibly unwell to protect the health of our staff and other clients. Wearing a mask is optional and at your discretion, should you wish to take additional precautions against germs. Should one of our team members become unwell, we may have to cancel your appointment. This is the last resort and will always look to reschedule to another therapist first. If this is not possible we will try our best to re-arrange/re-book as soon as possible and ensure priority on cancellation list for the next availability.

SALON POLICY & GUIDELINES

Behaviour & Respectful Conduct

- Respectful Environment: Clients should respect our staff, other clients, and the salon environment. Disrespectful behaviour such as; raised voice & verbal abuse or disrespectful behaviour in the salon will result in being asked to leave.
- Children: Our salon prioritises a comfortable environment for all clients, which is the reason we operate on a no children policy. This decision is based on health and safety regulations including hygiene protocols, and managing the capacity on site. We aim to ensure comfort and relaxation for every guest, therefore we kindly ask that all appointments are attended alone. * For all services where under18's are accompanied by an adult for a treatment of choice, this does not apply. Parental consent forms will be signed to ensure full safety.

Client Privacy & Confidentiality

- Data Protection: We ensure client data is kept confidential and in line with privacy laws. This includes personal contact information and any details regarding treatments.
- Client Consent: We ensure clients sign an informed consent form for treatments where necessary, such as but not limited to hair colour/chemical processes, advanced skin & laser treatments.
- Photography Policy: We may ask from time to time to take photos of the before, during and results of your service, this could be skin, lashes, nails etc. Permission will be granted before publicly adding them on our platforms.

Gift Vouchers

- Gift Cards: We have the option of an e-voucher sent via email or a physical gift card which can be collected or posted. These have an expiry of **6 months** from the date of purchase. We kindly ask you keep your voucher and bring it in on the day of service.

Social Media & Reviews

- Etiquette: We encourage our clients to engage with us on socials. This could be follow/like/tagging our services online. We appreciate the love of our services and salon space.
- Reviews: Client reviews are very important to our team. Taking great pride in our work, we appreciate happy clients. Google Reviews will ensure our business is noticed on the internet. Our Google reviews allow new clients to see great feedback and personal reviews.