

DAYNA MAREE HAIR TEAM TERMS & CONDITIONS

(DAYNA MAREE COLLECTIVE LIMITED.)



IN SALON POLICIES

The following policies apply for those who have a booking with DM Hair Team at Duo Styling (Location- 115 Jackson Street, Petone)

Bookings & Deposits

After making initial contact with me and we have agreed on your requested appointment booking, a deposit of \$50 for all colour & extensions appointments is required as soon as possible. For all hair cuts & styling/event styling, you will be required to pay a \$30 deposit. This will secure your booking and your booking will not officially be confirmed until the deposit is received. This amount is non-refundable, but it does come off your total invoice.

You have 5 business days for the money to come into the account and if not, your tentative booking will be removed.

If you are a returning client and book your next appointment in salon while you are finishing up your previous appointment, you may make a transaction in salon of your future \$50 deposit.

You will then be required to pay the remaining amount at your appointment in the salon, where eftpos is available.

Refunds & dissatisfaction policies

Any dissatisfaction should be contacted within 48 hours of your hair appointment.

I am always happy to hear feedback and consult in an agreement to meet all satisfactory needs. Pricing and discounts are negotiable if both parties are not 100% happy with the results although refunds will not be the result.

Disclaimer - I want all clients to understand that colouring the hair - especially lightening the hair can be a process and take time, patience and sometimes can take more than one appointment to get the perfect colour result. I take full pride in giving you your dream hair goals although it can be totally out of my control when there is product, colour or chemical build up on the hair.

All clients must understand this before making an appointment.

Cancellations

- If I cancel your booking, you will receive a full refund of any payment already made.
- If I or you reschedule your appointment to another day within a 3 month time frame, your deposit will be transferable.
- If you cancel a booking with less than 24 hours notice, you are required to pay a late cancellation/no show fee of \$50.
- Outside of the 24 hour notice, your deposit is still non refundable but no extra fee will be charged. However, in a case by case basis and at the discretion of Duo Styling, we may be able to transfer your deposit payment back to you.