

DUO STYLING STUDIO - TERMS & CONDITIONS

(INCLUDING DAYNA MAREE COLLECTIVE LIMITED + HAIR TEAM)

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 7 days of your hair appointment.

We are 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 - We 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. We 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 and all possible outcomes shall be consulted between the client and the stylist on the day of their appointment or during their in salon pre appointment consultation.

Cancellations

- If we cancel your booking, you will receive a full refund of any payment already made.
- If we 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 an additional \$50 (Different to the deposit fee)
- 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.

Client Responsibility

All clients are required to provide accurate and complete information during consultations. This includes, but is not limited to, previous chemical treatments (including box dyes, henna, keratin treatments), current hair condition, and any allergies or sensitivities.

Failure to disclose relevant information may affect the outcome of the service. The salon accepts no responsibility for unsatisfactory results where incomplete or incorrect information has been provided.

Clients acknowledge that results may vary depending on hair history, condition, and integrity.

Where professional advice is not followed, the salon cannot guarantee the desired outcome.

Patch testing may be required prior to certain chemical services. Refusal to undertake a patch test is at the client's own risk, and the salon reserves the right to refuse service.

Pricing Transparency

All service prices are provided as a guide and may vary depending on hair length, thickness, condition, and service complexity.

Quoted prices are estimates only and may change:

- If additional time or product is required
- If the service differs from the original consultation
- In cases of colour correction or significant transformation

Clients will be informed of any significant price changes before the service proceeds.

Right To Refuse Service

The salon reserves the right to refuse or discontinue any service at its discretion. This includes situations where:

- The requested service may compromise the integrity of the hair
- The desired result is not achievable in one session
- The client has not disclosed relevant hair history
- The client behaves inappropriately or unreasonably

Our priority is to maintain the health of your hair and a safe, respectful environment.

Liability Waiver

By proceeding with any service, clients acknowledge and accept that all hair services (particularly chemical treatments) carry inherent risks. These risks may include (but are not limited to):

- Hair damage or breakage
- Colour variation or unexpected results
- Allergic reactions

The salon is not liable for:

- Outcomes where professional advice is not followed
- Results affected by undisclosed hair history or conditions
- Variations in results due to individual hair characteristics

Health & Safety

The salon maintains strict hygiene and safety standards. We reserve the right to refuse or discontinue any service where there are concerns regarding health, safety, or hygiene.

This includes any condition that may pose a risk to the client or staff

Clients must behave respectfully toward staff and other clients at all times. Any inappropriate, aggressive, or abusive behaviour will result in refusal of service.

Personal Belongings

While all reasonable care is taken, the salon is not responsible for loss, theft, or damage to personal belongings brought into the salon. We recommend keeping valuables with you.

Privacy Policy

The salon respects your privacy and is committed to protecting your personal information.

Client information collected (such as name, contact details, and service history) is used for:

Appointment management

Service customisation

Communication (including reminders and marketing, where consent is given)

We do not share or sell your personal information to third parties.

By providing your details, you consent to being contacted regarding your appointments and salon updates. You may opt out of marketing communications at any time.

Photo Rights

Duo Styling may reserve the rights to the use of any/all photographs or film for portfolio, social media and promotional use. It is up to the client to specify if they wish for no images/content to be taken and/or distributed.