



## HAIR EXTENSION POLICY

### **Hair Integration Systems Disclaimer**

Care and detail are taken very seriously, and I am there to meet all the relevant criteria for the method that is required. I cannot say that you will be suited to any of these methods as circumstances to the body can change quickly and without any warning. However, I will apply a method to a client who does meet the full criteria at the consultation, during which I will make sure your hair and scalp are able to tolerate the materials and method that is chosen and also that the client has fully understood the whole fitting and maintenance process.

The hair that is used can last up to 12 months, if my aftercare instructions are followed, i.e. The correct hair products and careful use of heated appliances. The hair extensions may be affected by strong sunlight and chlorine; this could possibly be resolved by using the correct hair products. Hair extensions are also quite porous, so care should be taken, especially when hair colour or purple shampoo is used.

I also advise that anyone that suffers with hair loss and is pregnant to not have hair extensions.

Hair fitted is also non- refundable as it will have been fitted to your hair and I would not be able to reuse it.

### **No Shows and Cancellations**

For some appointments I will need to take a non-refundable fee which will then go towards the final balance at the end of the service,

If you are unable to attend your appointment, please let me know 48 hours before your appointment so I am able to reschedule, securing your booking fee for another day.

If unable to let me know within this time, I will retain the booking fee.

### **Lateness**

Please let me know if you are going to be late for your appointment, I can usually allow for a few minutes, however I will more than likely have clients after your appointment. Therefore, if you are more than 15 minutes late, I may have to cancel your appointment and the above cancellation terms may apply.

### **Complaints and Feedback**

The main goal is for you to be completely satisfied with the services you receive from me. I am a freelance hair and makeup artist and I aim to deliver above and beyond. Complaints are rare but I take them very seriously, therefore I do have a complaints policy and process which I follow, ensuring that it's put right and I can learn from your feedback.

If you are not happy with the service, please tell me before you/ I leave or within the day of fitting. I am there to listen to your complaint and to resolve it, so that you are a satisfied customer.

After having hair fitted, should you immediately go to another salon to have colour applied or for a trim, I cannot take any responsibility for the results, so will be unable to offer a resolution.

### **Aftercare**

Responsibility for the aftercare of extensions, lies with the client. Please see the aftercare advice sheet I have given to you.