



Style by Julie, Woodley Terms and Conditions

The business and the consumer

A contract between *Style by Julie* and a client (the consumer) is established when a customer books an appointment. By choosing to be served by *Style by Julie* you are agreeing to the Terms and Conditions highlighted in this statement.

Payment

Payment is accepted in the form of cash, cheque, credit card, debit card, apple pay, android pay or PayPal and will be demanded at the end of an appointment.

Refund Policy

Style by Julie wants every customer to leave happy. If you are not satisfied with any service you have received, contact the salon within 24 hours from the time of your appointment on (0118) 4378178 and stylists will make amends. *Style by Julie* does not provide outright refunds for any of its services or the products they sell in-salon at this time.

Cancellations

Style by Julie politely requests guests give 24 hours notice before cancellation of an appointment.

Allergies and Intolerances

At *Style by Julie*, allergies and hair/skin care requirements are our utmost priority. It is your responsibility to notify your stylist of any allergies, health complaints or sensitivity, particularly in the hair, on the face or on your hands before any work commences. If you have any specific concerns, or have any questions regarding the ingredients used in any given product that we use, call us on (0118) 4378178.

Disabled Access

Unfortunately *Style by Julie* does not have disabled access due to the nature of the salon, its size and its location on the first floor. However, stylists are very happy to travel to clients with specific access needs for a small fee.

Defective Products

Style by Julie is not an insurer or a guarantor and disclaims all liability in any capacity. If you are seeking compensation for cancellation, loss or damage, you should obtain appropriate insurance. *Style by Julie* cannot accept responsibility for irritation or damage caused by any of the products used after an appointment unless you have notified the stylist of any allergies or intolerance which conflict with the problem.

Car Parking

Street parking is available. *Style by Julie* cannot accept responsibility for the loss or damage of vehicles and items contained within.

Gift Cards

Gift cards carry the denomination of either £25 or £50. The value of all gift cards are valid for 12 months from the date of purchase. The card carries no cash value before or after the card has been stamped. Credit can be used as part or full payment. Any unspent monies will be recorded and deducted from the total value and can be used on any future transaction within the given 12 month period. No compensation can be provided to cards that have been lost, stolen or defaced. Writing in the 'For Salon Use Only' will void the value of a gift card.

Bridal Hair

The trial

A mutually convenient time will be arranged to trial your desired hair style for your special day. For an additional cost, Julie will travel to your desired location. A non-refundable fee of £45.00 will be taken upon booking to secure your appointment. This fee will be lost if an appointment is cancelled. On occasions, an appointment may need to be changed, *Style by Julie* will loyally protect your deposit if given 72 hours notices prior to your booking.

Wedding Day Hair

Wedding Day Hair appointments start at £100. This price is likely to change, and is subject to increase to include travel and accommodation costs for the stylist. Please call to ask for a quotation. Formal quotations will be sent to a customer in the form of an invoice which will demand a 50% deposit to secure the booking.

Wedding Day Hair Packages

Style by Julie will accommodate collective bookings involving bridesmaids, family and wedding affiliates. A discount will be applied in these circumstances to substitute the cost of additional expenses. The price of a package is unique to the customer and will be declared in a bespoke quotation. This is listed as our 'Discount Guarantee' and will be different from booking to booking.

Promotions

Style by Julie is currently running a promotion where a new customer can quote a specific 'reference' highlighted on at least one poster located in the Berkshire region to receive 20% off any treatment during their first appointment. The offer is available to new customers only who have not had an appointment with Style by Julie in the past. The customer must say the keyword at checkout before they pay; no reclaims can be made after the purchase has been closed. The discount will only apply to one treatment during any given appointment, for example, a 'Perm, Wash, Cut & Blowdry will only cost £58.40 with the discount applied'. Style by Julie has the right to refuse or withdraw the offer at their own discretion. The offer applies to treatments only and excludes purchasable goods. Offer expires 01/01/2021.

Closing Statement

If any provisions highlighted in these Terms and Conditions are found to be illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired by this. Printed copies of the terms and conditions are available in the salon.