



Prep Salon Policy

PREPAID SERVICES

We only do services on a prepaid basis. We kindly ask to make payment on arriving at the salon or show voucher code at reception before your treatment or you can buy your treatments online in advanced.

RESERVATION FEE

Bookings **R600 or more** we kindly ask that you pay a **NON REFUNDABLE** reservation fee of **30%**. If appointment is **cancelled or rescheduled less than 12hours** or **No Show**, your booking deposit of **30% will be lost**, or **30%** of the **treatment cost** will be **charged** to your account.

12 HOURS CANCELATION POLICY

If for any reason you are unable to attend your appointment please contact us via any of the methods given **12 hours prior** to your appointment, so that we have the opportunity to offer your reserved time to another client on our waiting list, we will be more than happy to move your appointment and booking fee to an alternative date. **If appointment is cancelled or rescheduled less than 12hours or No Show, your booking deposit of 30% will be lost, or 30% of the treatment cost will be charged to your account.**

LATENESS

We will always do our best to ensure your service can be completed. However, if it will have an impact on our next clients appointment we may have to either call on our assistants to complete your service or minimize the service we can complete within the remaining time frame. You will be charged full price for the appointment if you chose to **go ahead with it, alternatively we can reschedule you for an alternative date but you will be charged your reservation fee for a missed appointment.** Please be aware that you will be **marked as late** if you arrive **15 minutes** into your appointment time slot.

NO SHOW

NO SHOW are charged at **30% of the treatment cost**, if you would like to make a booking with a **NO SHOW** on your account you will also be required to **pay 30% reservation fee before we will commit to the appointment.**

Text/Email: We will send you appointment reminder text/email **48 hours and 24 hours** before your appointment, using the below details to reschedule or cancel your appointment or you can cancel/reschedule online. Please ensure you contact the salon to update your contact details if they change.

CELL PHONES

We kindly requests clients to keep their phones on **silent/vibrate**—when you enter the treatment room. So that we don't disturb the other clients. "We have to be respectful of all guests and maintain the salon environment"

RIGHT TO REFUSE SERVICE

Prep Salon reserves the right to refuse services to anyone demonstrating inappropriate behavior to any member of our staff.

RETURN POLICY

Refund Products

All **products are non-refundable**, we are happy to return any retail products you purchased within **10 days of original purchase**. **No cash value** is given, an **in salon credit** will be issued.

Refund Service

All services are **non-refundable**, but we will be more than happy to schedule a correction service **free of charge**. The service must be a mistake from Prep Salon not something you might have changed your mind after [service has been performed]. In case of a disagreement, a redo must be validated by management. You have **48 hours to contact** the salon to receive a complimentary service to adjust any dissatisfaction. It is important you contact the salon as soon as you are unhappy so we can schedule you as soon as possible for a corrective service.

Corrective service will not be allowed 10 days post initial service date.[Send Us a photo]. Please keep in mind, using box color or going from darker to lighter tones may result in more than one service to achieve your desired results.

Nails we will repair free of charged for the first week, after 10 days we will charge a fee.

PETS

Pets are cute, we love them but other clients could have allergies or—even worse—a fear of dogs. “We have to be respectful of all guests and maintain the salon environment”

SKIN TESTING AAT (Allergy Alert Test)

Prep Salon follow a Color Responsible Policy for the safety and peace of mind of our clients before any color treatment hair, brows, permanent makeup. For your first AAT with Prep Salon or if it is 6 months since your last AAT; Make an appointment to attend the salon at least 24hours before your appointment. We will apply a small amount of color formula to the inside of your elbow. Leave for 24 hours, should you experience any signs of irritation, reddening, swelling, inflammation or itching please contact us.

If you develop symptoms that make you unwell please contact a medical professional. When you attend the salon we will observe the test site and ask you to complete a questionnaire. We advise you to speak to your stylist/therapist about what is best for you. You can be sure we only use the best products and invest in the most up to date practices. We take your safety and our work seriously. When you visit our salon you can have peace of mind that we are taking the best care of you and your hair and skin. We thank you for your co-operation in our preliminary procedures before your service with us. **PLEASE NOTE: Testing 24hours before any treatment is the clients choice.**

COMPLAINTS

At Prep Salon it is so important to us that you leave the salon happy. However, If for any reason you feel like we have not completed your service to a satisfactory standard or there was something about your visit you feel like we could have done better please email the salon within **24 hours of your appointment**.

For the Attention Of [FAO] The Salon Manager: hello@prepsalon.co.za

We will do our best to respond within 24hours to ensure a satisfactory outcome.

Contact Us: Email: hello@prepsalon.co.za Call: 021 870 1637 Whats App: 071 819 6211