

## BUFF LIFESTYLE HAIR & BEAUTY SALON TERMS & CONDITIONS

### CHILDREN HAIR SERVICES

BUFF LIFESTYLE HAIR & BEAUTY SALON offers a reduced price for some hair & beauty services within the salon note: **Monday - Friday between 9 – 5pm** these prices are available subject to availability. **Our evening appointments, Saturdays and Sundays are premium times and will be charged at full price.**

### BEAUTY WAITING AREA AND TREATMENT ROOMS

Due to local authority Health and Safety restrictions and guidelines, children under the age of 12 years **are not** permitted to wait in our beauty treatment rooms or waiting area whilst their parent is in an appointment and **must not** be left unsupervised.

### MOBILE PHONES

When inside BUFF LIFESTYLE HAIR & BEAUTY SALON we want all our guests to have a relaxing time within the salon. We therefore request that all phones are on silent inside all areas of the salon.

### APPOINTMENT CANCELLATIONS AND NO SHOWS

We politely ask that you arrive on time to your appointment as this ensures the smooth running of the day. Lateness will result in having to cut down your appointment time, so we do not run late for the next client, as we are generally fully booked.

It will be necessary for you to fill out a client consultation form before each treatment. This is necessary for insurance purposes and treatments cannot be carried out without this information. The form will be sent to you usually 48 hours prior to your appointment. It is your responsibility to inform us of any allergies/medical conditions on this form so we can perform a bespoke treatment for you. If you do have any medical conditions, you think we may need to know about, please either email us at [enquiries@buffhairandbeauty.com](mailto:enquiries@buffhairandbeauty.com) prior to booking.

BUFF LIFESTYLE HAIR & BEAUTY SALON requires a minimum of 24 hours notice to **CANCEL** or **REARRANGE** your appointment. The following cancellation charges apply to each time frame of notice.

- Less than 24 hours notice – 50% of service cost
- Less than 12 hours notice – 100% of service cost

### DEPOSITS

We now charge an Industry standard 25% Deposit for all bookings made online and will soon be introducing this to in salon bookings and telephone bookings also. This is to

cover and last-minute cancellations as these cannot be rebooked at such short notice. Once your treatment is complete the deposit is automatically deducted from your bill leaving the final balance to be paid.

Please note the system will save card details for that appointment where a cancellation charge will be taken for any appointments that are not cancelled according to our T&Cs.

## PRICE INCREASES

These are reviewed annually and any adjustments that are being made will be put in place in April of that year. We reserve the right to make changes throughout the year should this be deemed necessary on certain treatments.

## COURSES

Courses purchased must be paid in full at the time of the treatment or at dates set out in your payment plan. Courses must be completed within 12 months and are non-refundable. Missed sessions and late cancellations of your course appointments may result in treatments being deducted from the balance of your course.

## OFFERS

All offers are subject to availability. Buff Lifestyle reserves the right to withdraw these at any time.

## GIFT CARDS

**BUFF LIFESTYLE HAIR & BEAUTY SALON** offers a fabulous gift card that can be purchased in two ways. Firstly, in salon, a Card can be issued, and gift wrapped should this be required an additional £5.00 will be added to the card cost.

This card **MUST** be presented on arrival to ensure its validity. If you have any concerns, please call us.

**We are unable to accept this as a form of payment without the gift card being presented.** In this situation you will be required to make full payment for your service/s until a valid card can be presented. A gift card can be thought of as cash; **BUFF LIFESTYLE HAIR & BEAUTY SALON** takes no responsibility or can make any adjustments for lost or stolen, or damaged cards, please ensure the recipient reads the conditions of sale to avoid disappointment.

Secondly and most popular since COVID19, you can purchase our **E-GIFT CARD** through our **BUFF APP** (which is downloadable from **APP STORE** or **ANDROID**) and also from our **WEBSITE**. The information is stored on our booking system so there is no chance of losing the card.

This is a secure option that is **emailed** to you as the purchaser or directly to the lucky recipient.

Your gift card value **will be used** to cover the cancellation fees should you not show up for your appointment or fail to adhere to the cancellation policy in place. You will find these above in our CANCELLATION SECTION

#### WHAT CAN THEY BE USED FOR?

BUFF LIFESTYLE HAIR & BEAUTY SALON GIFT CARDS CAN BE USED FOR HAIR & BEAUTY SERVICES – FULL OR PART PAYMENT TOWARD COURSE SALES or TREATMENT SALES – ALL RETAIL PRODUCTS EITHER IN SALON OR THROUGH OUR WEBSITE SHOP

#### VALIDITY

BUFF LIFESTYLE HAIR & BEAUTY SALON gift cards & E-Gift cards are valid for 12 months from date of purchase. We have in place an extended time option to allow for gift cards and E-gifts cards purchased during lockdowns in 2019-20-2021 that calculates a full year's validity whilst the salon has been closed. This is dependent upon the date of original purchase and will be added from the reopening on 12th April 2021.

#### INABILITY TO PERFORM OR COMPLETE YOUR BOOKING

Due to circumstances beyond our control i.e., equipment or salon machinery breakdown, which is generally a situation where a service engineer would need to visit the salon to make repairs. In this event if equipment or salon machinery cannot be repaired or corrected by the onsite team despite our best endeavours to make those repairs, then we cannot guarantee your appointment. No refunds or discount will be offered in the very unlikely event of this happening, albeit we would do our best to still accommodate your appointment. Unless this is due to negligence of **BUFF LIFESTYLE HAIR & BEAUTY SALON** or an employee.

#### TREATMENT DESCRIPTION

Found online is accurate to the process that will be carried out during your service. Any requests for treatments to be added to your existing booking **may be** liable to pay an extra fee.

If you are unsure of what the description includes, please email, or call the salon directly to discuss.

#### VALUABLES

If you do bring money or valuable items with you to your appointment - **WHILST IN BUFF LIFESTYLE HAIR & BEAUTY SALON**, please ensure they are covered by your own insurance. **WE will NOT** be liable, under any circumstances, for damage, injury, or

consequential loss, however caused, to our customers, or their property and belongings unless it is solely due to negligence of BUFF LIFESTYLE HAIR & BEAUTY SALON or our employees.

## BUFF SALON LIFESTYLE REWARD CARD PROGRAMME

We have reinstated our SALON LIFESTYLE REWARD PROGRAMME that recognises everyone's personal value to us by rewarding their loyalty.

TO QUALIFY AS A MEMBER OF OUR SALON LIFESTYLE REWARD PROGRAMME YOU NEED BE AN EXISTING GUESTS

ONCE YOU HAVE VISITED THE SALON FOR THE FIRST TIME YOU WILL BE ISSUED WITH BUFF SALON LIFESTYLE REWARD CARD - NOW ALL YOU NEED DO IS DOWNLOAD OUR BUFF APP FROM THE APP STORE OR FOR ANDROID USERS GOOGLE PLAY

FROM HERE YOU CAN MANAGE YOUR ACCOUNT, SEE POINTS EARNED ON EVERY VISIT AND SEE WHAT REWARDS AVAILABLE FOR YOU TO REDEEM.

YOU WILL THEN BE ABLE TO SEE AND TAKE ADVANTAGE OF: ALL OUR LATEST PRODUCT OFFERS, TREATMENTS OF THE WEEK IN BOTH HAIR & BEAUTY AND PACKAGE OF THE MONTH

ENJOY BIRTHDAY DISCOUNTS OF 10% FOR YOUR BIRTHDAY MONTH ON ALL SERVICES AND RETAIL

- COLLECT POINTS EACH TIME YOU VISIT TO GIVE YOU ACCESS TO BUFF LIFESTYLE REWARDS.
- TREAT CARDS ARE ISSUED FROM YOUR FIRST VISIT

POINTS CAN BE EXCHANGED FOR SERVICES OR RETAIL **Any retail items taken in exchange for your points cannot be exchanged or refunded. This does affect your statutory rights.**

POINTS ARE NOT REDEEMABLE FOR CASH

1 POINT EARNED FOR £1.00 SPENT ON SERVICES

2 POINTS EARNED FOR £1.00 SPENT ON RETAIL PURCHASES

- IF ANY PRODUCT OR SERVICE IS DISCOUNTED POINTS WILL ONLY BE AWARDED TO THIS PURCHASE PRICE NOT THE ORIGINAL AMOUNT
- SERVICES CAN ONLY BE TAKEN TUESDAY TO THURSDAY
- TREATMENT REWARDS SERVICES CANNOT BE REDEEMED BETWEEN 01 AND 31ST DECEMBER.
- WE LIMIT TREAT CARD BOOKINGS PER DAY - PLEASE ENSURE YOU ARE AWARE OF THIS AND REQUEST THIS AT TIME OF BOOKING

THEREFORE, ONLINE BOOKINGS ARE NOT INCLUDED AT THIS TIME

- FIRST COME FIRST SERVE BASIS
- ONE GUEST ONE CARD - NO OTHER GUEST (INCLUDING FAMILY MEMBERS) CAN EITHER HAVE YOUR POINTS OR ALLOCATE THEIR POINTS TO YOU - THEY ARE NON-TRANSFERABLE

- BUFF SALON LIFESTYLE REWARD CARD PROGRAMME CAN BE LEFT AT ANY TIME - YOUR POINTS WILL NOT LONGER BE VALID IF SO
- BUFF SALON LIFESTYLE REWARD CARD PROGRAMME has NO CASH OR MONETARY VALUE
- DUE TO COVID19 YOU WILL BE ABLE TO ADD VALUE AFTER EACH VISIT OR PURCHASE FROM 12TH APRIL 2021. HOWEVER, WE WILL BE UNABLE TO ACCEPT TREAT CARD SERVICE BOOKINGS UNTIL THE BUSINESS IS ABLE TO SUPPORT THIS OFFERING. HOWEVER, REST ASSURED YOUR POINTS ARE SAFE IN OUR SYSTEM AND YOU WILL BE ABLE TO REDEEM THEM AS SOON AS THIS BECOMES AN OPTION FOR OUR GUESTS IN DUE COURSE.
- BUFF LIFESTYLE HAIR & BEAUTY SALON RESERVES THE RIGHT TO TERMINATE THE TREAT CARD PROGRAMME AT ANY TIME WITHOUT WARNING

BUFF WEBSITE: LIFESTYLE REWARDS PROGRAMME

RETAIL ONLY

NON-EXISTING CLIENTS OF BUFF

IF YOU ARE NOT AN EXISTING GUEST - YOU CAN STILL EARN POINTS ON RETAIL THROUGH OUR LIFESTYLE REWARDS PROGRAMME WHICH IS AVAILABLE ON OUR WEBSITE, AFTER YOU MAKE YOUR FIRST PURCHASE USING THE **20% DISCOUNT COUPON** FOR SIGNING UP TO JOIN OUR SITE.

NOTE:

YOU MUST SIGN UP AND LOG IN PRIOR TO MAKING A PURCHASE FOR YOUR POINTS TO BE ADDED TO YOUR ACCOUNT.

POINTS ON OUR WEBSITE ARE ONLY REDEEMABLE ON ITEMS PURCHASED FROM THE WEBSITE IN OUR ONLINE SHOP.