



Salon Kosa Hair Salon Terms and Conditions

Insurance

Salon Kosa believes the customer is always right. With our industry having no regulations it is up to us to set standards and keep ahead of the professionals. All of our staff are fully qualified in all services they carry out.

We have a salon policy for public and product liability. Our current insurance is with Simply Business and underwritten by AXA

All certificates are kept securely in a digital capacity. These can be viewed by anyone who wishes to see them once requested.

Health and Safety

Salon Hygiene is, of course, of the utmost importance and to achieve optimal cleanliness all our sterilisation equipment is approved by the local Environmental Health Officer.

Salon Kosa takes health and safety very seriously. We have a full policy set out in our salon policies digital folder along with a risk assessment and fire risk assessment. Should a fire occur, do not delay exiting the building via the front door. We operate a recycling policy within the premises in line with government legislation.

Punctuality and Courtesy

Arriving late may interfere with your service. All appointments must end at their scheduled time unless additional services have been allowed by the stylist, so that the next client will not be delayed, and a full charge will be applied. All times stated include service consultation and post-service customer care: i.e. 5 to 10 minutes at the beginning and end of service.

If it is your first service with Salon Kosa, please book an initial appointment so that we can carry out a skin test and personalised service card. We require this time for you to complete a personal consultation card, this document is 100% confidential and is used for service purposes only.

Services and Price List

All services and prices may be subject to change. For our latest prices and services please check our website – www.SalonKosa.co.uk. Treatment times can include consultation, processing and post-service consultation time. Please ask for details.

Cancellations

Please note 48 Hours' notice is required for all cancellations, otherwise, the total treatment price may be charged, depending on the regularity of occurrences. Cancellations should be made by calling us on 07949440022 or by emailing us at salonkosa9@gmail.com.

For repeat offences of 'no-show' appointments, clients will have to prepay their appointments at the time of booking. For cancellations within 48 hours of booking time or 'no-show' appointments, the repeat offence prepayment will not be refunded.

Purchase of Retail Products

Hair products must be paid for in full at the time of purchase or order.

Gift Vouchers

Gift Vouchers are non-refundable and are valid for 12 months from the purchase date and will not be accepted after the expiry date.

Vouchers may be used for named services only.

Vouchers cannot be redeemed for cash, sold or transferred.

Your gift voucher must be quoted at the time of booking online (in the comments section) and the voucher physically handed to the stylist at the start of your treatment.

You are not under obligation to use the full value of your vouchers during one session. Late cancellation and 'no-show' terms as laid out above also apply to gift vouchers.

In the event that a voucher cannot be used within the valid period, the salon may extend the voucher for a set period of agreed time. This needs to be arranged by prior agreement with management.

Price Alteration

We reserve the right to alter prices without prior notice.

Smoking and Vaping

Please note that it is illegal to smoke or vape anywhere inside the Salon.

Who We Are

Salon Kosa is registered in England, CO Number: 14239957 at 9 Bartley Close, Hilton, Derbyshire, DE65 5RA.

Salon Kosa is VAT registered with VAT number: 422849389

In the privacy policy below, references to 'we' or 'us' refer to Salon Kosa. This policy will explain what information we collect about you and how we use it.

Data Protection and Security

At Salon Kosa, we take privacy seriously and only use the information we collect to provide our services. We do not share or sell the information we collect.

At any time, you may request a copy of the information we have recorded about you.

You may also request we remove all identifiable information concerning yourself.

As a matter of course, we will delete your identifiable information if you have not undertaken business with us after 1 year.

For transparency, listed below are the business services we provide and how each service uses the information we collect.

Hair services

We request the minimum level of personally identifying information to run our business effectively. This is data you provide us directly, for example, your name and contact details. We will never obtain information about you indirectly from sources outside our business. We store notes concerning services we undertake to ensure we maintain and exceed our level of service. For example, your preferred colour formula codes, how you like your coffee and your favourite music. We consider you have provided consent for us to store personally identifying information and information about your services based on your receiving services from us. Depending on the particular service(s) we are providing we may be required to ask questions related to your medical history. We will obtain your consent before storing information related to your medical history. Examples of medical data may be allergies, pregnancy or an injury that may impact our service.

Hair Extensions Care & Maintenance (Beauty Works)

The lifespan of your hair extensions will depend on the aftercare. We do not guarantee a definitive life span on any type of hair extensions due to them being a natural consumable product. Human hair extensions are made from Remy human hair that is paid for and sourced ethically to create our hair extensions. Each pack of hair will never truly have identical characteristics, the lifespan of the hair will vary depending on colour and how it is maintained.

- We only recommend Beauty Works anti yellow shampoo on hair extensions, providing the instructions are followed. Toners and silver shampoos that are overused can affect the lifespan of your hair extensions and are not designed for everyday use. All colour treated hair on extensions is done at the client's own risk.
- We do not recommend colour on hair extensions. Any colouring of extensions is done so entirely at the customers own risk.
- Light blonde coloured hair extensions will have a shorter lifespan due to the bleach content. Lighter shades will also require more care and less heat application to increase the lifespan of your hair extensions.
- Using excess heat on your hair extensions will reduce their lifespan.
- Strictly avoid salt water - it can discolour hair and leave your hair dry. Chlorine content in water will damage hair extensions causing matting and discoloration.
- UV rays will discolour hair extensions.
- Please ensure you are happy with the colour selected before fitting or application during your consultation. Once the hair is removed from the packaging for hygiene reasons we do not offer returns on extensions on Beauty Works human hair extensions.
- Colour can vary slightly from batch to batch due to the characteristics of raw human hair this is more noticeable in hand coloured balyage highlighted or mixed toned hair extensions.

We recommend all clients are given in-depth detail on how to care for hair extensions. You can provide your customer with our “Guide to maintaining beautiful hair extensions” which comes with every pack of hair.

We only recommend the use of Beauty Works aftercare and cannot guarantee the quality of any beauty works extensions with other formulas.

Aftercare products must be purchased and the time of the hair purchase. Any have returned to be tested for alleged quality issues must be accompanied by original proof of purchase but both the hair extensions and the aftercare products.

Hair extensions need regular maintenance appointments as the natural hair will grow up to 1.5 inches within three months. We recommend maintenance appointments every four to six weeks dependent upon the application method. If maintenance appointments are not kept on the above aftercare advice is not followed you can cause damage to the natural hair and hair extensions.

Not everyone is suitable for hair extensions.

Appointment confirmations and reminders

We will contact you via phone, email or SMS to confirm appointments booked and remind you of upcoming appointments. We consider your having made the appointment as consent to undertake this activity but, if you want, you may opt out at any time.

Appointment ratings and reviews

After visiting us we may send you an email or SMS asking you to rate our services and provide feedback. We consider your agreement and participation in the service as consent to undertake this activity but, if you want, you may opt-out at any time.

Marketing

We will not undertake phone, mail, email or SMS marketing without you first providing consent for us to do so. Our marketing campaigns are automated and use rules based on services and products purchased and information we collect from you. For example, we may send marketing campaigns related to your birthday, the fact we miss you (you have not visited for 6 months) and other special days like Valentine's Day and Christmas. Of course, you may opt out of receiving marketing material at any time.

Data processors and data locations

Your data is processed in-house and on company premises, using a specially-made database system.

You may contact us at SalonKosa9@gmail.com to:

- Request a discussion about our Privacy Policy.
- Request information we have stored about you.
- Request we remove all identifying information about you.
- Make a complaint.

Medical Conditions

Please inform your stylist of any medical conditions, including pregnancy, before booking as some services may not be appropriate for you. Certain medications may also prevent you from being suitable for certain products.

A client consultation will be carried out on your first visit to ensure your safety. Clients must inform the salon if anything changes to their personal information or medical history.

Mobile Phones

At Salon Kosa, due to there usually being only one client at a time in the salon, mobile phone usage is permitted.

Children

At Salon Kosa, due to there usually being only one client at a time in the salon, children are permitted. Please inform your stylist if you wish to bring a child to your appointment. We reserve the right to refuse service, however, if multiple clients are booked in the same period and there is limited space in the salon.

Animals

At Salon Kosa, due to there usually being only one client at a time in the salon, animals are permitted. Please inform your stylist if you wish to bring an animal to your appointment. We reserve the right to refuse service, however, if multiple clients are booked in the same period and there is limited space in the salon.

Assistance dogs are always permitted. Please advise us in advance if you will be accompanied by an assistance dog.

Wheelchair and Disability Access

We currently do not have full wheelchair access to the salon, this will be rectified in a timely process and this policy updated. In the meantime, any disabled clients that need wheelchair access will be visited at their own homes, or within the property adjacent to the salon, which has wheelchair access. This will need to be arranged at the time of booking, online, via email, or by phone call.

Payment

Most credit and debit cards are accepted. If paying with cash, please let the salon know at the time of booking, as no cash is stored in the salon. All prices include value-added tax at a current rate. We currently do not use online payments. Cancellations within 24 hours will require full payment if a recurring issue.

Skin Testing

Skin testing will be required for all colour services. On other occasions, we may suggest a patch test to ensure the safety of the client.

The skin test needs to be carried out 48 hours before any colour services. A free initial consultation should be booked online to hold a time slot 48 hours before the colour service booking.

Personal Items

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for lost items. Any unclaimed items will be given to charity after 30 days of being left.

Returns Policy

All products can be returned within 14 days if unopened and the seal is still intact under the Sales of goods act.

Proof of purchase is required and the refund should be issued with the same payment method as the purchase.

Under the perishable goods act we cannot return any open items. Items must be in a re-sellable condition.

In the case of an allergic reaction, the products must be returned within 14 days and evidence of this reaction is apparent. The salon owner needs to be informed and a reaction with photographic evidence, if applicable, needs to be logged in the digital accident book.

We currently do not offer delivery of products, they will need to be collected during an appointment.

At the discretion of management, we will decide to issue a discount refund, a replacement and in the last instant a full refund.

Complaints Procedures

We always endeavour to provide 100% customer satisfaction and if our customers are not happy we want to know how we can make you happy. When having a service at Salon Kosa, it is 'At Will' and this is confirmed with the consultation card.

In the event that Salon Kosa may be at fault, or a service does not live up to industry standard, we want to know about it so we can put it right. Clients that are not happy with a service should be resolved with the stylist providing the service immediately or as soon as they become aware they are not satisfied within a reasonable time frame, usually within 7 days of the initial service. Should a problem not be resolved then the salon owner will get involved.

In the last instance, a complimentary service of the same value or an upgraded version should be issued to the client. Only in exceptional circumstances will a refund be offered.

All complaint accidents big or small should be recorded in the digital accident book.

Hyperlinks

You may come across hyperlinks on this site. These hyperlinks may take you to sites operated by other organisations which you agree we are not responsible for. When preparing our website, we have taken every care possible. However, we have no control over any of the information you can access via other websites and, in particular, we are not responsible for the privacy policies adopted by such other websites. Therefore, no mention of any organisation, company or individual to which our website is linked shall imply any approval or warranty as to the standing and capability of any such organisation, company or individual on the part of Salon Kosa.

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