

# AMORE HAIR TERMS & CONDITIONS

By booking an appointment with Amore Hair you automatically agree to all of the Terms & Conditions listed below.

## Appointments & Deposits

- All appointments require a deposit:  
Colour services: £45  
Cut services: £15
- Deposit requests are sent two weeks (fortnight) before the appointment and must be paid one week before the appointment, and no later than 5 days prior to the scheduled appointment.
- Deposits are non-refundable if an appointment is cancelled within 48 hours of the scheduled time.
- After a pattern of cancellations, rescheduling, or no-shows, a deposit may be required for all future bookings.
- If Amore Hair must cancel an appointment, we will endeavour to provide at least 48 hours' notice, except in circumstances beyond our control.

## Cancellations & Rescheduling

- Cancellations made more than 48 hours in advance will retain the right to a full deposit refund.
- Cancellations within 48 hours will result in the deposit being retained.
- Repeated last-minute cancellations may result in deposit-only bookings going forward

## Client satisfaction & Complaints

- Amore Hair aims for 100% client satisfaction. If you are not fully happy with your hair, please notify us within 48 hours of your appointment.
- Complaints must be reported to the salon manager, who will manage the resolution.
- If your complaint meets our criteria, we will offer free corrective services (haircut or colour) as long as:
  - The service is the same as the original appointment
  - The corrective appointment is booked within 2 weeks of the original service
  - After 3 weeks, or if the client simply changes their mind, standard charges will apply.
  - Any attempt by the client or a third party to alter the hair (cut or colour) will void this guarantee.
- It is normal for hair maintenance to occur every 4 weeks, and charges will apply for any standard service beyond 3 weeks.
- Refunds are only provided if Amore Hair is unable to rectify the work.

## Refreshments & Allergies

- Amore Hair provides complimentary refreshments to enhance your visit.
- While we take precautions, we cannot be held liable for allergic reactions or intolerances to any food or drink provided.
- Clients with known allergies are advised to consider that refreshments may contain, or come into contact with, common allergens, including dairy, eggs, wheat, soy, tree nuts, peanuts, fish, shellfish, or gluten.

## Privacy & Data Protection

- Amore Hair collects client information only for the purpose of delivering services.
- We do not sell your information. Third-party sharing occurs only to facilitate services (e.g., Square Appointments).
- Clients may request access to their data or request that their data be deleted at any time.
- We will automatically remove identifiable data for clients with no transactions for 5 years.

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## Website Cookies

Our website uses cookies to enhance user experience, provide personalised services, and analyse traffic.

Types of cookies used:

- Essential cookies: Necessary for basic site functionality
- Analytical/Performance cookies: Help track site usage to improve performance
- Functionality cookies: Remember user choices and enhance site features
- Marketing/Advertising cookies: Deliver relevant advertisements
- By using our website, you consent to the use of cookies. You can manage cookie preferences via your browser settings, but some website features may be affected if cookies are disabled.
- Any information collected through cookies is used in accordance with our Privacy Policy.

## Liability & Limitations

Amore Hair cannot be held liable for:

- Allergic reactions to refreshments
- Changes made to hair after the service by the client or third parties
- Events outside of our control that prevent service delivery
- By using our services, clients acknowledge and accept these terms.

## PATCH TEST REQUIREMENT FOR HAIR AND BEAUTY APPOINTMENTS:

At Amore Hair Sutton Harbour, the safety and well-being of our clients are of paramount importance to us. Therefore, we have a strict policy regarding patch tests for all coloring appointments.

Prior to any hair coloring service, a patch test must be conducted to assess the client's sensitivity to the products used. This patch test is mandatory and ensures that the client does not experience any adverse reactions to the hair color or related products.

Patch tests are valid for a period of 6 months from the date of administration. Clients must undergo a new patch test if their last test was conducted more than 6 months ago or if there have been any changes in their health status or medication usage.

No coloring appointment will be carried out without a valid patch test on file. Additionally, clients must complete and sign a patch test form provided by the salon. On this form, it is the client's responsibility to disclose any health issues, allergies, or sensitivities they may have.

We strongly advise clients to be forthcoming about any known allergies or health conditions, as this information is crucial for ensuring their safety during the coloring process. Failure to disclose relevant information may result in the refusal of service.

Please note, we are unable to colour hair on clients under the age of 16. Patch tests can be carried out 3 months before a 16<sup>th</sup> birthday to secure an appointment.

By booking a coloring appointment with Amore Hair Sutton Harbour, clients acknowledge and agree to comply with our patch test policy. We prioritise the health and safety of our clients and appreciate their cooperation in adhering to these guidelines.

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## Bottomless Blowdry Terms and Conditions

### 1. Reservation and Deposit:

1.1 Reservations for the bottomless blowdry with hair blow dry service must be made in advance through the designated booking platform or by contacting the venue directly.

1.2 A non-refundable deposit of 50% of the total cost is required to secure the reservation.

### 2. Payment:

2.1 The remaining 50% of the total cost is due on the day of the bottomless blowdry.

2.2 Payments can be made in cash or by credit/debit card, as accepted by the venue.

### 3. Cancellation Policy:

3.1 Cancellations made more than 48 hours before the scheduled reservation time will result in the loss of the 50% deposit.

3.2 No refunds will be provided for cancellations made within 48 hours of the scheduled reservation time.

### 4. Duration of Bottomless Blowdry:

4.1 The bottomless blowdry offer, including the hair blow dry service, is available for a specified duration, typically stated at the time of reservation or on promotional materials.

4.2 Late arrivals may result in a shorter drinking time and hair blow dry duration, and no extension will be granted.

### 5. Hair Blow Dry Service:

5.1 The hair blow dry service is provided by professional stylists, graduate stylists and apprentice stylists and is subject to availability.

5.2 Guests are responsible for communicating their desired hairstyle and any specific requirements to the stylist.

### 6. Responsible Drinking:

6.1 Guests are expected to consume alcoholic beverages responsibly.

6.2 The venue reserves the right to refuse service to any guest who appears to be intoxicated or disruptive.

### 7. Changes and Amendments:

7.1 The venue reserves the right to make changes to the bottomless blowdry offer, including but not limited to menu items, duration, and pricing.

7.2 Guests will be notified of any changes as soon as possible.

### 8. General Conduct:

8.1 Guests are expected to adhere to the venue's code of conduct and policies.

8.2 Any behaviour deemed inappropriate or disruptive may result in eviction from the premises without a refund.

### 9. Disclaimer:

9.1 The venue is not responsible for any allergic reactions or health issues arising from the consumption of food or beverages during the bottomless blowdry.

### 10. No drugs policy

10.1 Amore Hair has a strict no drugs policy. Any illicit drugs, including but not limited to marijuana, cocaine, MDMA (ecstasy), heroin, LSD, methamphetamine, and any other controlled substances as defined by local, state, and federal laws, are strictly prohibited.

10.2 reserves the right to refuse entry or service to any individual suspected of being under the influence of drugs. Our staff is trained to identify signs of intoxication or drug use and will take appropriate action to ensure the safety of all patrons.

10.3 Violation of this policy may result in immediate removal from the premises, suspension of future dining privileges, and/or legal action as deemed necessary by management. We may also notify law enforcement authorities if warranted.

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## Bottomless Blowdry Terms and Conditions

Age Verification:

11.1 Amore Hair reserves the right to request identification from all guests who appear to be under the age of 25.

11.2 Guests must present a valid form of identification upon request.

11.3 Failure to provide satisfactory identification may result in refusal of service.

Drink Policy:

12.1 Each guest is entitled to one alcoholic beverage per order. A drink must be finished before another one is served.

12.2 The term "bottomless blowdry" refers to the unlimited availability of drinks within reasonable limits as determined by the venue.

12.3 Amore Hair reserves the right to limit the number of alcoholic beverages served to any individual.

12.4 Excessive consumption or irresponsible drinking behaviour will not be tolerated.

12.5 Amore Hair will serve a safe and fair amount of drinks between each order, with consideration for the well-being of guests.

Limitations on Service:

13.1 Although referred to as "bottomless blowdry," there is a limit to the number of drinks served during the specified duration.

13.2 Amore Hair reserves the right to cease serving alcoholic beverages when deemed necessary for the safety and well-being of guests.

13.3 Downing drinks or drinking irresponsibly will result in immediate cessation of service.

13.4 The venue will ensure that guests are served responsibly and in accordance with legal and safety standards.

By making a reservation for the bottomless drinks with hair blow dry service, guests acknowledge and agree to abide by these terms and conditions. The venue reserves the right to refuse service to anyone not complying with these terms.

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## Age Verification Policy

At Amore Hair, we take responsible service of alcohol seriously. To ensure that alcohol is served safely and in accordance with legal requirements, we have implemented the following age verification policy:

### Legal Requirements:

It is illegal to sell alcohol to anyone under the age of 18 in the UK.

We are committed to upholding this law and promoting responsible drinking.

### Identification Check:

We operate a strict 'Challenge 25' policy. This means that if a client appears to be under 25 years old, we will request identification to verify their age.

Acceptable forms of ID include:

Valid passport

UK driving license

PASS (Proof of Age Standards Scheme) card

### Process:

Upon arrival and before serving any alcoholic beverages, our staff will ask clients who appear to be under 25 years old to provide valid identification.

If valid ID cannot be presented upon request, we reserve the right to refuse service of alcohol.

### Staff Training:

All staff members involved in serving alcohol are trained in the 'Challenge 25' policy and are aware of the legal requirements surrounding alcohol service.

Our staff are also trained to recognize signs of intoxication and to refuse service if necessary.

### Responsibility:

It is the responsibility of our staff to ensure that alcohol is not served to minors.

We encourage our clients to cooperate with our age verification process to help us maintain a safe and responsible environment.

### Enforcement:

Failure to comply with our age verification policy may result in refusal of alcohol service.

We reserve the right to refuse service or ask clients to leave if they fail to meet our age verification requirements.

By implementing this age verification policy, we aim to promote responsible drinking and ensure compliance with legal requirements. Thank you for your cooperation and understanding.

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## Duty of Care Policy

### Legal Compliance:

We adhere to all relevant laws and regulations regarding the sale and service of alcohol, including age restrictions and licensing requirements.

### Responsible Service:

Our staff are trained in responsible alcohol service and understand their duty to serve alcohol in a safe and responsible manner.

We promote moderate and responsible drinking among our clients.

### Identification Check:

We operate a 'Challenge 25' policy to prevent underage drinking.

Clients who appear to be under 25 years old will be asked to provide valid identification to verify their age before being served alcohol.

Amore Hair staff reserve the right to refuse service if client is unable to provide valid identification.

### Observation and Intervention:

Our staff are trained to observe clients for signs of intoxication or distress.

We reserve the right to refuse service or limit alcohol consumption if we believe it is necessary to ensure the well-being of our clients.

### Alternative Options:

We offer non-alcoholic beverage alternatives to clients who prefer not to consume alcohol or are unable to do so for any reason.

### Staff Training and Support:

All staff members involved in serving alcohol receive comprehensive training on:

Recognizing signs of intoxication

Responsible alcohol service techniques

Dealing with challenging situations related to alcohol consumption

### Communication and Awareness:

We communicate our duty of care policy to all staff members and ensure they understand their responsibilities.

Clients are informed of our alcohol service policy through signage and verbal communication.

### Referral and Assistance:

If a client requires assistance due to alcohol consumption or related issues, our staff will provide appropriate support and, if necessary, refer them to external services or authorities.

### Continuous Improvement:

We regularly review and update our duty of care policy to ensure that it remains effective and aligned with best practices in responsible alcohol service.

Please note - only 2 clients can go outside the premises to smoke at one time and no glassware or alcohol can leave the premises at any time.

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## Drugs and Search Policy

At Amore Hair, we are committed to maintaining a safe and welcoming environment for all our clients and staff. To ensure the safety and well-being of everyone in our salon, we have implemented the following drug and search policy:

### Prohibited Substances:

The use, possession, or distribution of illegal drugs or controlled substances is strictly prohibited on our premises.

Clients and staff are expected to comply with all applicable laws and regulations regarding drug use.

### Alcohol Consumption:

We serve alcohol responsibly and expect clients to consume alcohol in moderation while in our salon.

Excessive alcohol consumption that disrupts the salon environment or poses a safety risk will not be tolerated.

### Search Procedures:

We reserve the right to conduct searches of individuals or belongings if there is reasonable suspicion of drug possession or other illegal activities.

Searches will be carried out discreetly and respectfully by authorized salon personnel.

### Refusal of Service:

Clients found to be in possession of illegal drugs or engaging in illegal activities will be refused service and asked to leave the premises.

We reserve the right to involve law enforcement authorities if necessary.

### Staff Training and Awareness:

All salon staff are trained to recognize signs of drug use and illegal activity.

Staff members are empowered to report any suspicious behavior or concerns to salon management.

### Client Communication:

Clients are informed of our drug and search policy through signage and verbal communication.

Clients are expected to comply with our policy to ensure a safe and enjoyable experience for everyone.

### Zero-Tolerance Policy:

We maintain a zero-tolerance policy towards drug use and illegal activities within our salon.

Violation of this policy may result in immediate removal from the premises and potential legal action.

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## Drink safety & allergens

### ALLERGEN INFORMATION

At Amore Hair, we take food allergies and intolerances seriously. If you have any food allergies or dietary requirements, please inform staff before ordering.

#### How We Help

- Our staff are trained in allergen awareness
- We have detailed allergen information available for all drinks
- We will check ingredient labels for allergen content
- We prepare drinks with care to minimise cross-contamination

#### Important Information

Please note: Our drinks are prepared in a shared kitchen environment where we handle multiple allergens. While we take precautions to prevent cross-contamination, we cannot guarantee that any drink is completely free from allergens.

If you have a severe allergy, please discuss this with staff in detail before ordering. Staff will advise you on whether we can safely prepare your drink.

#### The 14 Main Allergens

We declare the following allergens where present in our drinks: Celery • Cereals containing gluten • Crustaceans • Eggs • Fish • Lupin • Milk • Molluscs • Mustard • Nuts • Peanuts • Sesame • Soya • Sulphites

### DRINKS PREPARATION & FOOD SAFETY

#### Our Commitment

Amore Hair is registered as a food business with Plymouth City Council. We follow all UK food safety regulations and maintain high standards of food hygiene.

#### What We Do

- ✓ All staff handling drinks have food safety training
- ✓ All milk and perishables are stored at safe temperatures (below 8°C)
- ✓ We check use-by dates on all ingredients before use
- ✓ Equipment is cleaned regularly throughout the day
- ✓ Staff wash hands before preparing each drink
- ✓ We maintain detailed cleaning and temperature records

#### Ingredient Information

Detailed allergen information for all our standard drinks is available:

- In-store: Ask staff for our allergen information menu
- Upon request: Staff can provide full ingredient lists
- On this website: See our Allergen Information page

#### Custom Drinks

If you would like a drink made with specific ingredients (e.g., dairy-free, nut-free), please inform staff and we will do our best to accommodate your request. However, please be aware that our preparation environment is shared, and we cannot guarantee complete allergen-free preparation.

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### CUSTOMER RESPONSIBILITIES

To help us keep you safe:

- Tell us about your allergies – Inform staff BEFORE ordering, not after
- Be specific – Let us know the name of the allergen and severity
- Ask questions – If you're unsure about an ingredient, ask staff to check
- Check the information – Review allergen details before consuming your drink
- Report concerns – If you have any concerns about your drink, tell staff immediately

### WHAT HAPPENS IF YOU DON'T TELL US ABOUT YOUR ALLERGY

We cannot be held responsible for allergic reactions if you:

- Did not inform staff of your allergy before ordering
- Did not allow staff time to check ingredient information
- Ordered a drink without asking about allergen content

Your safety is our priority. Please always inform staff of allergies.

### FOOD HYGIENE RATING

Amore Hair is registered with Plymouth City Council and subject to food hygiene inspections. Our current food hygiene rating can be found on the Food Standards Agency website (Scores on the Doors).

### PREGNANT WOMEN & YOUNG CHILDREN

Certain ingredients may not be suitable for pregnant women or young children. Please consult with staff if you have specific concerns about:

- Raw or undercooked ingredients
- High caffeine content (in coffee drinks)
- Sugar content (in syrups and smoothies)

### VEGAN & DIETARY OPTIONS

We offer plant-based milk alternatives where available. Please ask staff about vegan-friendly options.

Please note: Plant-based milks may contain other allergens (e.g., soya, gluten). Always inform staff of your dietary requirements.

### CHANGES TO INGREDIENTS

Amore Hair reviews its ingredients and allergen information regularly. Please be aware that:

- Suppliers may change
- Ingredient formulations may change
- Allergen information may be updated

We will always maintain accurate allergen information, but recommend checking with staff if you have visited previously and have concerns.