

AMORE HAIR TERMS & CONDITIONS

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

CANCELLATIONS & NO SHOWS

Appointments which are cancelled at short notice or clients who fail to show up for their appointment cause inconvenience to other clients and a loss of revenue to the salon and hairstylist. We therefore ask that you give us 48 hours notice for any appointment change or cancellation.

In the event of continuous no shows or repeat late cancellations, the full cost of the service booked applies and upto 50% deposit is required for future appointments.

If you cancel within 48 hours of your appointment or fail to show, we reserve the right to charge you up to 100% of the appointment charge.

Equally, if we have to cancel your appointment we will endeavour to give you 48 hours notice.

COMPLAINTS & OUR GUARANTEE

Amore Hair wants every client to be 100% happy with their hair.

If however, you have an issue or complaint, you must notify us within the first 48 hours of the service and we will consult with you in order to find the appropriate solution. We promise that if your complaint meets with the correct criteria we will offer you free hairdressing until your issue has been resolved.

You will be referred to the salon manager immediately who will deal with the complaint. We will ask you to return within 2 weeks of the original appointment to enable us to offer you a haircut or colour service free of charge as long as the service is the same as the original appointment.

If you have simply changed your mind or return after the third week, normal charges will apply.

If you or a third party have altered or attempted to alter a hair colour or cut, this guarantee will be null and void.

It is completely normal and acceptable for a client's cut or colour to be carried out every four weeks which is why you will be charged as per normal once the third week has passed.

We welcome feedback and it is important for you to inform us if you are not 100% happy with your hair at any stage.

DEPOSITS

Deposits are non-refundable, you can reschedule your appointment once and your deposit will be transferred over to your future booking. If you are unable to reschedule, please contact us at least 48 hours before your appointment.

Paying up to a 50% deposit secures your appointment with your chosen Beautician or Stylist at Amore Hair Sutton Harbour.

If you fail to confirm your appointment and pay your deposit your appointment is at risk of being cancelled.

Deposits can be transferred once to a future appointment, failing to pay your deposits on your upcoming appointments could lead to a 100% deposit being require upfront.

AMORE HAIR TERMS & CONDITIONS

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

COLOUR DIAGNOSTICS & FORMULAS

Please note, it is our policy not to pass on any of your colour formulations to yourself or any third party.

If you are a new client or an existing client a skin test is required 48 hours prior to your appointment.

OFFERS & SMS CAMPAIGNS

At Amore Hair, we cherish the opportunity to make every client's experience exceptional.

Our offers are designed to elevate your visit, ensuring you receive the utmost care and attention from our experienced stylists.

Please note that offers are not redeemable with apprentice or junior stylists, guaranteeing you the expertise of our seasoned professionals.

Offers and discounts can only be applied to appointments that are related to hair colouring services or over the value of £120 unless stated otherwise.

Our birthday treat of £20 off your next hair service is a special gift to you, but do remember, it must be redeemed within the same month as your birthday.

Similarly, any enticing offers received through our SMS campaigns should be savored within the same month as the text to avail of their benefits.

To ensure fairness and quality, only one discount can be applied to an appointment. These terms and conditions are crafted to provide the best services while honoring the value of our offers.

REFRESHMENTS & DRINKS

At Amore Hair, we delight in offering refreshments and drinks to complement your visit, aiming to elevate your experience.

While we take every precaution to provide a range of beverages and light snacks, we must emphasise that we are not liable for any allergies or reactions that may occur due to these offerings.

As part of our commitment to transparency, we advise customers with food allergies to take note that our refreshments may contain or come into contact with common allergens, including dairy, eggs, wheat, soybeans, tree nuts, peanuts, fish, shellfish, or wheat.

Your safety and well-being are of utmost importance to us, and we encourage our patrons to be mindful of their individual dietary restrictions and potential allergens when indulging in our refreshments.

AMORE HAIR TERMS & CONDITIONS

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

PRIVACY POLICY:

At our hair salon, we prioritise your privacy and utilize the information we gather solely to deliver our services. Rest assured, we never engage in selling your information, and any sharing with third parties is strictly for the purpose of servicing you.

You have the right to request access to the information we hold about you at any time. Additionally, you can ask us to delete all identifiable information pertaining to you. As part of our standard procedure, we will remove your identifiable data if you haven't engaged in any transactions with us for a period of 5 years.

Outlined below are the business services we offer through third parties and how each service utilizes the information we collect:

Slick: This platform is utilized for appointment bookings, SMS marketing, and appointment reminders.

MailChimp: We utilize MailChimp to send marketing emails.

USE OF COOKIES ON OUR WEBSITE

At Amore Hair Sutton Harbour, we utilize cookies on our Wix website to enhance your browsing experience and provide personalised services. Cookies are small pieces of data stored on your device's browser, which help us analyse website traffic, understand user preferences, and improve our website's functionality.

By accessing and using our website, you consent to the use of cookies in accordance with this policy. You can manage your cookie preferences by adjusting the settings in your browser. Please note that disabling cookies may affect the functionality of our website and your ability to access certain features.

The types of cookies we use on our website may include:

- 1. Essential Cookies:** These cookies are necessary for the operation of our website. They enable basic functions such as page navigation, access to secure areas, and form submissions. Without these cookies, our website may not function properly.
- 2. Analytical/Performance Cookies:** These cookies allow us to recognise and count the number of visitors to our website and track how visitors navigate our site. This information helps us improve the performance and usability of our website.
- 3. Functionality Cookies:** These cookies enable our website to remember choices you make and provide enhanced, more personalised features. For example, they may remember your preferred language or region.
- 4. Marketing/Advertising Cookies:** These cookies are used to deliver advertisements relevant to your interests. They may be used by third-party advertising networks to collect information about your browsing habits and deliver targeted advertisements on other websites.

Please be assured that any information collected through cookies is used in accordance with our Privacy Policy. We do not sell or rent any personal information collected through cookies to third parties.

By continuing to use our website, you consent to the use of cookies as described in this section. If you have any questions or concerns about our use of cookies, please contact us for further assistance.

AMORE HAIR TERMS & CONDITIONS

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

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.

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.

AMORE HAIR TERMS & CONDITIONS

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

Salon Policy for LED Lash Extensions

Thank you for choosing our salon for your LED lash extension treatment. To ensure your safety and satisfaction, we have established the following salon policy:

Patch Test Requirement: Before undergoing the LED lash extension treatment, all clients must sign a patch test form. This form acknowledges that they understand the potential risks associated with the treatment and have undergone a patch test to check for any allergic reactions to the adhesive used.

Informed Consent: Clients must acknowledge that while LED lash extensions may reduce the fumes associated with traditional lash extension adhesives, there are still risks involved. By signing the consent form, clients acknowledge that they have been informed of these risks and agree to proceed with the treatment at their own discretion.

Responsibility Disclaimer: Our salon and staff are not responsible for any adverse reactions or complications that may occur during or after the LED lash extension treatment. This includes, but is not limited to, allergic reactions, irritation, or any other unforeseen issues. Clients assume full responsibility for their decision to undergo the treatment.

Aftercare Instructions: Clients will be provided with detailed aftercare instructions to ensure the longevity and safety of their LED lash extensions. It is essential that clients follow these instructions carefully to minimize the risk of any adverse reactions or damage to their natural lashes.

Follow-Up Appointments: Clients are encouraged to schedule follow-up appointments for maintenance and touch-ups as recommended by their lash technician. These appointments are essential for the upkeep of the lash extensions and to address any concerns or issues that may arise.

AMORE HAIR TERMS & CONDITIONS

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

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.

AMORE HAIR TERMS & CONDITIONS

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

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.

AMORE HAIR TERMS & CONDITIONS

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

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.

AMORE HAIR TERMS & CONDITIONS

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

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.

AMORE HAIR TERMS & CONDITIONS

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

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.