

## **Terms & Conditions/ Booking policy**

To get the best experience with EbonyB Salon you are requested to Read and Agree to our Terms & Conditions before booking your hair appointment with us.

### **Deposits**

**(PLEASE BE AWARE THE DEPOSIT PAID IS NOT THE FULL AMOUNT OF SERVICE)**

When booking your appointment, a none refundable deposit is required, this Varies in price depending on the cost of the service, £2 of this cost is an online booking fee. Deposits are deducted from your final bill on the Day.

**Example:** Natural Hair Wash & Treatment £60

Deposit £32

Remaining Balance on the day £30

£2 is a online booking fee

**Example:**

Silk Press Package £130

Deposit £62

remaining Balance on the day £70

£2 is and online booking fee

Deposits are none refundable and Appointments cannot be rescheduled. In the event you cannot make your appointment you will lose your full deposit/or full amount paid online as Some of the cheaper services will be covered by the amount you pay online.

We cannot move appointments once they are booked so please do not book appointments if you are unsure of your commitments.

-If you book an appointment and you cannot get the day off work that is your responsibility you lose your full deposit.

In the case of a serious emergency only then will your appointment be cancelled, if your appointment has to be cancelled you will be issued a full refund of your deposit within 24 hours.

In the case of emergencies with all customers it is the managers discretion to Reschedule your appointment.

To be considered for an appointment reschedule we will need a minimum 1-2 week's notice. All rescheduled appointments will have to be within a month from original booking.

If we approve to reschedule an appointment

### **Late fees/charges**

- please note we give a grace period of 15 minutes late arrival
- After 15 minutes you will automatically be charged a £10 late fee.
- If you are 30 minutes & over your appointment is automatically cancelled and you lose your full deposit amount.
- If we are still able to accommodate you there will be an additional charge for this depending on how late you are.  
30mins Lateness £15 fee.

### **Consultations**

You will need to book a consultation before your appointment if you are a new client booking Box Braids, knotless Braids, Weaves or hair styles requiring Extensions or Hair colour services.

**Style consultations** - are bookable on our website and will be deducted if you chose to book a further service with us.

Consultations are very important to us as it allows us to rule out any disadvantages of a style and find out if the service you desire is one we can provide you with.

If you are a new client booking braid styles, weave, chemicals or colour etc you are required to book a consultation online, Hair care Treatments do not require a deposit.

**1-2-1 consultations** - are bookable online only to help assist you on a hair journey. They are to be booked on a separate day from your Appointment, this cost is not deducted from your final bill it is a separate cost and last 30 minutes. so please choose the correct consultation.

**Virtual video consultations** - online consultations will be full cost, this cost is not deducted from your bill only style consultations.

If you have not been to the salon in a year you will need to book a consultation like a new client.

If you have any of the following

- Extreme breakage**
- Very short hair under 3 inches**
- breakage at the hairline**
- tention alopecia**

If you do not book a consultation however book an appointment you will risk not getting your desired style and deposit refunded, as we are not required to carry out a service that has disadvantages and goes against our principles.

### **How to book online**

Select a stylist or click no preference.

Select the date if you see no date showing this is because we are fully booked or there is not enough time for the service you would like.

We are open some Sunday's; we do not accommodate braided extension styles on Sunday - (if booked you will be subjected to an extra fee)- please email before booking.

Please book the earliest appointment you see.

### **First Morning Appointments**

**9:30am 10:00am and 10:30am (Appointments booked at 11:00am) will be moved forward if there is availability.**

**Please note we may have to move your appointments slightly back or forward to help another appointment get into the system there will be a confirmation sent via email please ensure you have the correct email address.**

Please do not book for somethings you don't want in hopes that it will be done on the day as this is highly unlikely.

If you need help, please call the salon during opening hours and we will assist you.

We advise you to book at least two weeks in advance, our regular clients book months ahead of time and this is why we have limited last minute availability.

**Please ensure you have the correct email address as you will get appointment reminders, check you junk mail if you don't receive a confirmation.**

### **Selecting the correct booking options**

Please note it is very important to book the correct Booking as this can set back our stylist whole salon day and the clients that come after you. Hair length, density and condition have a huge impact on how long a service can take and you will be charged more at your appointment if you do not select the correct booking and may result in you not getting your desired service on the day.

If your hair is on your shoulders or below when stretched or very thick in density you must select (HAIR BELOW THE SHOULDER) on our booking system. This allocates more time on our systems for your appointment.

LH - is for LONG HAIR (**hair below the shoulders**) on our price list.

Our price with no LH is for Hair ABOVE THE SHOULDERS. Please see pictures Examples



### Hair Below Shoulder

If your hair is below shoulders when stretched you must select (below shoulders) when booking your appointment.



### Hair Above Shoulder

If you stretch your hair and it does not touch your shoulders you must select ( Hair above shoulders) when booking your appointment.



(YOUR STRETCHED HAIR IS YOUR TRUE LENGTH)

### Selecting Service Add ON

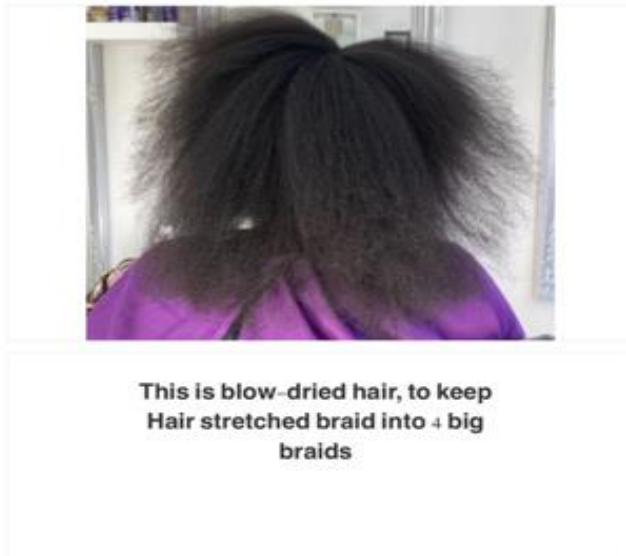
- Adding add on services Allows you to select more on your service - like a DETANGLE or a TRIM if this is not in your hair package it is essential you add it on to your service when booking. If you HAVE NOT selected detangling in your service YOU MUST COME WITH YOUR HAIR DETANGLED so we are ready to start your hair treatment or style.

-if you are coming for a braids, weave or a trim your hair must be blow-dried or stretched in your preferred way or a detangle or blow-dry must be added on in SERVICE ADD ONS. This cannot be added on the day and will lead to a loss of deposit.

### **Keeping hair stretched**

For Appointments if you have blow-dried your hair and you are trying to keep your hair stretched for your Appointment you can do this by doing big braids. Not twist or using head bands to keep hair stretched.

If we have to blow-dry your hair in sections you will be charged for a blow-dry. This is time being taken from another client's appointment.



### **Preparing for your hair Appointment / Detangling**

Please ensure your hair has been detangled before your appointment if you have not added this onto your service.

This can take anything from 30 minutes to an hour and you will be charged anything between £25 - £50 for extreme detangling.

**(Detangling must be selected in the service add on) or with a package light detangling is up to 10 mins of detangling only.**



Hair in this condition on the right Needs a Extreme Detangle booked onto your appointment



This is fully detangled Hair

### **Before your appointments**

Hair must be clean, detangled & thoroughly blow dried with minimal products; if you are booking hair services that require your hair to be clean and you have not booked a wash & blow-dry with us e.g. box braids, cornrows, weave or consultations your appointment will be cancelled if your hair is not washed thoroughly and you will lose your deposit. If you would like this service as an add on it must be booked prior to your appointment, as it cannot be added on the day.

### **Detangling at home**

If you would like to detangle your hair prior to your appointment please use a conditioner, section your hair & comb through your hair from tips to roots carefully and put it in big twist or braids to keep it untangled for your appointment.

### **Trims**

If your hair has not been trimmed in the last year Professionally you may be required to trim your hair as this makes our braiding process very hard and take much longer than it should, please consider this before booking your appointment.



Hair with tangled extremely dry ends will need to Have a trim before service.

### Allergies

If you have allergies to products / ingredients or hair extensions, please call the salon and notify your stylist before your appointment.

### Colouring

Before booking any colour service a colour consultation and patch test will need to be taken 48 hours before booking - book in for a STYLE CONSULTATION before booking colour.

### Texture Release

Before a Texture release service, you are required to book a Hair consultation & patch test, please book this before your appointment as you risk losing you deposit.

### Box Braids & Braided Styles – Hair is Not provided

All box braids must be booked for 9:30am - 10:00am or latest 10:30 if you do not your appointment will be moved automatically or cancelled.

**We No longer provide the Hair extensions for Braiding;** you will have to bring your own hair Extensions. We use two brands to braid (expressions Braiding Hair or impressions Braiding Hair)

**(Depending on what style you are having it may be best to buy the pre- Stretched hair)**

### Cautions

If your hair is not clean this will lead to a cancellation of your appointment and a loss of deposit. Detangling is an extra service; hair must be Detangled or you will be charged a Detangling fee that starts from £15

### **Quotes on services**

Accurate quotes can only be given if you have booked a style consultation and the stylist has seen your natural hair in person, please provide pictures for style reference.

Hair prices can vary depending on your hair and desired style.

### **Emergency appointments or Early Appointments**

For Emergency appointments or appointments before our opening hours there is an additional cost of £20 on top of the original cost - you must enquire via phone.

### **Package deals**

Please note we have a list of package deals you can select if you would like more than one treatment/service.

(E.g. treatment & cornrows.) if you do not see these deals then you will have to select

(service add on) to add services onto your appointment.

If you have not selected the right booking you may not have the time to get your desired service. Please call the salon and speak to your stylist if you are unsure of the service, you must book online, we cannot take booking over the phone or via email this has to be done on our online booking page.

We pride ourselves on giving each of our clients the best experience, so we ask that if you have any questions or enquires you ask before booking.

Love EbonyB Salon & Staff