



HAIR BY YARA TERMS OF SERVICE

AGREEMENT

BY BOOKING AN APPOINTMENT WITH HAIR BY YARA YOU AGREE TO THE FOLLOWING TERMS OF SERVICE.

If you have any questions regarding this document, please contact me via email at hairbyyara5@Gmail.com.

OPENING HOURS

Monday – Closed

Tuesday – Saturday | 9:30AM – 10:00PM

Sunday – Hair Washes and Treatments only

BOOKING

Booking availability up to 1 month in advance.

A **non-refundable** deposit of £30 is required to secure your appointment, which is then deducted from your overall cost. Deposit is non-refundable unless cancelled by me. Your overall cost payment can be done via card payment or cash. Deposit required via Fresher

app or bank transfer. Once your appointment is booked you will receive a confirmation email.

For all styles that take 5 hours+ please book for the earliest appointment: 9am. If the time is not shown, then please book the earliest time shown.

Please come to your appointment with freshly washed hair, **FREE FROM ANY PRODUCT OR OILS**, unless you have booked a wash and blow-dry as an add on.

PREMIUM (OUT OF HOURS) APPOINTMENTS

Any bookings for as early as @6:00AM - @9:00AM are **Premium Slot** will have an additional £20 fee. This appointment time needs to be booked no less than 48hrs prior to the appointment date. Contact me to book these slot hours.

RESCHEDULING AND CANCELLATION

A **15 Minutes grace period** is given to all appointments, **except** for appointments booked for 3:00PM and later. However, after the 15 minutes have passed a late fee will be charged to your booking.

10 minutes = £10

15 minutes = £15

If you miss the last deadline of the 15 minutes that will then make you half an hour late to your appointment and your appointment will be **cancelled**. If you fail to communicate with me about your lateness during the grace period and it pass your appointment will be immediately cancelled and you will be booked down as a **no show**. Meaning the next future appointment, you book you will be required to pay the full appointment amount upfront +£15 fee.

All Rescheduling and Cancellations must be made 48hrs prior to the appointment. Any cancellations done not following this policy will be booked down as **no show**. Meaning the next future appointment, you book you will be required to pay the full appointment amount upfront, and you will be charged **£30** for the **cancellation fee**.

If an appointment is cancelled or rescheduled from my side, you will be compensated.

ALLERGIES AND PRODUCTS

If the braiding hair causes you to have an itching scalp, I suggest you try the apple cider vinegar rinse on your extensions. After soaking in ACV and peppermint essential oil, the braiding hair is washed and conditioned to finalise its detoxification process and get rid of toxins that were introduced during manufacture.

An email or message regarding arrangements for hair drop-off for this service will be sent out as soon as possible after the appointment is booked and confirmed. The hair will need to be dropped off at least 72 hours prior to the appointment. Failure to do so will result in a £15 additional fee.

All necessary products required for the services are provided by me. Except from braiding hair. If you are not sure on what hair you are required to bring to your appointment or if you are not able to purchase the hair yourself, please contact me.

If you have any allergies or a specific preference to what products you would like to use or hair extensions for your service. Please contact me prior to the appointment date with the information, or you can add it on the booking form whilst booking, and I will get into contact with you.

REFUNDS/COMPLAINTS

If you are not happy with the result of your hair, please send me a message within 48 hours of your appointment for any available rectification dates. Please do feel free to speak up during your appointment.

NO REFUNDS unless your appointment is cancelled by the stylist (myself), in which case you will be refunded your £30 deposit.

“Thank you for booking with Hair by Yara, I can’t wait to meet you!”