

Terms and conditions

Salon courtesy:

Children must be accompanied by an adult at all times and be well behaved in respect to other client's relaxation. Also please be aware that harmful/corrosive chemicals are being used within the salon area and clients are responsible for their child's safety at all times. We would appreciate children not running or playing on or with the salon equipment.

Making a booking:

We recommend for your first visit that you book at least 2 to 4 weeks in advance to ensure your preferred choice of hair service, stylist, date and time. We suggest that you book your next appointment on departure. Please be sure to enter the appointment date and time into your diary or mobile phone. Bookings can be made face to face, via telephone or via our online booking service on the links displayed on our website and social media accounts. The online booking service is provided by a third party, information is for the sole use of Russell James Ltd.

Keep up-to-date:

Please join the salon Facebook, Twitter and Instagram to keep up to date with the salon news, arrival of new products, and promotions.

Arrivals:

Please arrive before your appointment time. As you may be required to complete a consultation form, late arrival may limit your appointment time, so that our next customer may not be delayed. If part of a booked service is cancelled or changed after arrival the full cost of the original service will be require payment in full. In the event that your stylist is not available to carry out your service through circumstances beyond our control, we reserve the right to transfer the booking to an alternative stylist at the same or more senior level if available. In unusual circumstance we may need to cancel your booking and where possible we will endeavor to contact you by telephone.

Payment:

We accept all major credit/debit cards and cash.

Cancellation policy:

Please give us as much notice as possible if you need to change or cancel your appointments as we require at least 48hrs notice. As a late cancellation cost of 50% of your booked service will be charged. Cancellations should be made by calling the salon on 01494 870445 or call into the salon in person. If you are cancelling out of salon hours you may cancel by leaving a voice mail, then confirming by telephone during salon open hours. Weddings, Proms and block appointments need additional cancellation time we require at least 20 days notice. The management reserves the right to use their discretion in exceptional circumstances to the regard of the above. Where a client requires extensive and lengthy technical services an estimated 50% non-refundable

deposit will be required at the time of reserving the appointment.

Your health:

Clients that may have health issues e.g. Blood pressure, Circulation, Skin problems, pregnant, recently under gone an operation or on any medication or have any other health worries we advise you to check with your GP before booking a service. If you do book a service please bring this to the attention of your stylist.

Products:

If you have any allergies prior to your appointment please inform us immediately. Please obtain the advice of our professionals on how to use the product(s). We recommend that if you have any queries please call us and we will be happy to answer them or go over the procedure again. Our services, prices, products and information may be subject to revision without notice, if we feel that the change is appropriate.

Skin testing

Skin tests are required for all colour services 48 hours prior to the appointment. We use Colour Start tests for our clients convenience. These are self administered.

Age restricted services

Clients under 16 are not permitted to have any colouring or chemical services in the salon. This is a stipulation of all professional hair salons in the UK imposed by insurers and product manufacturers

Limit of liability on property

Russell James Ltd does not accept any responsibility or liability for the loss or damage of personal possessions at any time within the salon.