



Bladez & Beauty

Terms and Conditions

1. Appointments and Scheduling

While every effort is made to maintain appointment times, please note that schedules may change due to unforeseen circumstances such as illness, heavy traffic, or adverse weather conditions.

2. Right to Refuse Service

BLADEZ AND BEAUTY reserves the right to refuse service if it is deemed that working conditions are unsafe or unsuitable.

3. Service Refusal in Client's Best Interest

The stylist may decline to perform a service if, in their professional opinion, it is not in the client's best interest — for example, colouring severely damaged hair or applying extensions to thinning hair.

4. Hair Colouring and Lightening Services

All hair colouring and lightening services will be thoroughly discussed during the consultation. Clients will be advised that their desired target colour may not be achievable in a single session. Certain colour transformations are a gradual process and may require multiple appointments to achieve the desired shade safely. Bladez & Beauty accepts no liability for outcomes requiring progressive colour correction or lightening processes that extend beyond one appointment.

5. Cancellations and Postponements

BLADEZ AND BEAUTY reserves the right to cancel or postpone any booked service due to illness or other unforeseen events. In such cases, every effort will be made to reschedule the appointment at a convenient time.

6. Unforeseen Circumstances

If BLADEZ AND BEAUTY is unable to fulfil your appointment due to circumstances beyond our control, we reserve the right to reschedule your appointment date and time. In rare cases, we may need to cancel the booking entirely. Any price quoted via telephone is subject to confirmation after consultation. Final pricing will be provided once your hair and service requirements have been assessed.

7. Deposits

A **non-refundable deposit of 25%** is required for all services at the time of booking. Appointments are not secured until the deposit is received. Deposits are deducted from the final balance on the day of treatment. Cancellations made within **48 hours** of the appointment will result in forfeiture of the deposit, and a new deposit will be required for future bookings.

8. Pricing

BLADEZ AND BEAUTY reserves the right to update or change prices and service information at any time.

9. Changes to Terms

These terms and conditions may be amended periodically. Continued use of our services or website constitutes acceptance of any such changes. Clients are responsible for reviewing the latest version of our terms.

10. Travel and Call-Out Fees

Additional travel or call-out charges may apply for services provided outside our regular service area.

11. Consultation and Patch Testing

A consultation and patch test are required at least **48 hours** prior to any colour service or treatment that may require it.

General Policies

1. Skin Test / Patch Test

A patch test is mandatory for all new clients requesting hair colour, lash, or brow treatments. Tests must be performed at least **48 hours prior** to the service. Repeat patch tests are required every **6 months**, or sooner if new products are introduced.

2. Non-Refundable Deposits

A **non-refundable deposit of 25%** is required for all services at the time of booking. Appointments are not confirmed until the deposit is received. Deposits are deducted from the final balance on the treatment day. Failure to adhere to the cancellation or no-show policies will result in forfeiture of the deposit, and a new deposit will be required for future bookings.

3. Cancellation Policy

A minimum of **48 hours' notice** is required to cancel or reschedule an appointment. Cancellations within this time frame will allow the deposit to be transferred to a new appointment. Cancellations made **within 48 hours** will result in loss of deposit, and a new deposit will be required for rebooking. Deposits are transferable once only. Further reschedules will require a new deposit.

4. No-Show Policy

Failure to attend a scheduled appointment — whether mobile or in-salon — will result in an **immediate loss of deposit** and a **minimum 50% deposit** required for future bookings. The right to transfer a deposit to another appointment will be forfeited.

5. Refund Policy

If you have any concerns with your service, please contact us within **48 hours**. We will offer a **free correction** for hair colour, lash, or brow treatments (where applicable and previously discussed). Corrections requested after **48 hours** may incur additional charges. Please note that **no monetary refunds** are provided for any service due to product costs and time already invested.