

DOLLFACE HEADQUARTERS

STUDIO POLICY



DEPOSITS CANCELLATIONS NO SHOWS

DOLLFACE HQ

Thank you for choosing DOLLFACE HQ for your Hair Extensions, Laser and Beauty Services. We source only the best quality hair, branded tints, lashes and Nail products, we even own the very latest in laser technology for our clients. We provide a 1st class service guarantee and manufacture the very best in after care products. All our products are 100% Vegan, Planet Friendly and cruelty free ensuring only best certified organic ingredients are used on your natural hair and extensions.

Due to persistent, on the day cancellations and the impact this has on our self employed colleagues, We now take an online deposit to secure your time with a qualified therapist/technician, this deposit is non refundable against all cancellations.

You can reschedule your appointment using your existing deposit providing the reschedule is within the 48hrs notice period.

**Deposits can not be used against a different service or against a different clients bill.
** 50% Non refundable Deposits are taken on all hair orders, If you cancel your fitting you will be given the option to purchase your hair at a new retail price.

NO SHOWS - You will be required to pay your bill in full to reimburse the technician for their time.

BOOKING AN APPOINTMENT



All Booking made online can be done on our web page at www.dollfaceonline.co.uk. Your booking must be in your own name to ensure you are covered by our personal liability insurance and to ensure we are remaining legal with age related services.

Online bookings allow you to see a full description of services and to select your preferred therapist/technician.

The system will not allow you to make on the day bookings to avoid you booking when a therapist has gone home for the day, if you would like to check "on the day" availability please ONLY Message the business Facebook page @DollfaceCatterick or by business email [Hello@dollfaceonline.com](mailto>Hello@dollfaceonline.com). This is to ensure no client is missed, conversations threads are clear and bookings run smoothly.



AFTER CARE

We are so passionate about what we do, we even design, create and manufacture the best of the best in after care products. We print at our cost and issue Total care packs at consultation and offer after care advise throughout every service.

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AFTER CARE CONTINUED

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Hair Extensions

Not following aftercare with hair extensions can reduce the life by 6 months, your hair quality will deteriorate almost straight away, Human hair needs nutrients to stay healthy, its that simple. If you use a chemical based, supermarket shampoo and a heat spray which is part water and part perfume, mixed with 220 degree styling products your hair will break, You'll lose length and shine. Your hair will appear dry and noticeably burnt from over styling without organic heat protection.

We have the most amazing hair care products, they are price matched to supermarket alternatives to remain affordable. healthy hair can be achieved with the right aftercare and the use of the right products to get maximum life expectancy from your hair extensions.

You must have your maintenance refits between 6 to 8 weeks, after this time your hair will begin to mat, twist and may cause discomfort, hair loss or thinning.

Following your Hair extension total care guide you received at your consultation, Purchasing and using our recommended own brand products and getting the recommended 6 to 8 week maintenance at DOLLFACE HQ, you can expect a mid range hair to remain in good shape for 12 months. Other Lower grade hair is available to suit different budgets and the life expectancy of lower grade hair will be less than a mid range.

Hair is a non returnable product due to hygiene, You have the opportunity to inspect the hair quality before your fitting, your hair will be sealed and opened in front of you, and you will asked if your happy with the quality prior to fitting.

we can not guarantee your hair following your fitting, at this point the after care is your responsibility, we will provide you access to competitively priced products, that, if used and purchased regularly at your maintenance 8 weekly service, this will ensure your hair will remain smooth and healthy.

We will however, offer a free 30 minuet repair service if there are any issues with the fitting in the first 7 days. Repairs after 7 days could be a result of aftercare and the client would need to book a paid repair service.



THREATS ABUSE POLICY

DOLLFACE HQ will not tolerate threats of public slander of any kind, we will do all we can to ensure all our clients are happy. This does not include tolerating abusive name calling or treats of business damage, this type of behavior will result in a canceled service and a deposit retained.

Studio Policy is subject to change, this policy supersede all other policies and remains company policy with effect from December 2021