

## **Terms & Conditions for LUCIA Melbourne Hair Receipts**

### **Service Guarantee**

At **LUCIA Melbourne Hair**, we pride ourselves on giving every client a professional experience. We will always do our utmost best to give you a fantastic service and we stand by our guarantee. If you are unhappy with the outcome of the service you have received, please return within 7 days to have the stylist fix the issue (within reason, to be determined by the Salon Director). If you are unable to return within the 7 days following your booking, we will be unable to service you further without additional costs.

### **Client Liability**

It is the clients' responsibility to inform the stylist of any potential issues that could arise from previous allergies or known reactions to products or ingredients.

### **CANCELLATION/RESCHEDULED POLICY**

If you are unable to keep a future appointment, please cancel in a timely manner. Cancellations and/or rescheduling made without 24-hours' notice of your scheduled appointment are considered forfeited.

### **PAYMENT TERMS**

**LUCIA Melbourne Hair** requires payment on completion of your appointment unless an alternative arrangement is made. We accept all forms of Credit Card payments and/or Cash payments.