

Salon Terms and Conditions

Insurance

Original Salon and Womankind Clinic believes the customer is always right. With our industry having no regulations it is up to us to set standards and keep ahead of the professionals. All of our staff are fully qualified and insured in all treatments they carry out.

We have a salon policy for individual professional indemnity insurance, public and product liability and employer's liability.

Our current insurance is with Towergate and underwritten by AXA for Womankind Clinic @ Charlie Miller

Our current insurance is with Towergate and underwritten by AXA for Original Salon Beazley Solutions Ltd

All certificates are kept in individual files located in the salon. These can be viewed by anyone who wishes to see them.

Health and safety

Salon Hygiene is, of course, the utmost importance and to achieve optimal cleanliness all our sterilisation equipment is approved by the local Environmental Health Officer.

Original Salon and Womankind Clinic takes health and safety very seriously. We have a full policy set out in our salon folder along with a risk assessment and fire risk assessment and Covid 19 risk assessment.

In the Interest of client safety all vulnerable people will be taken in salon 1 this includes anyone with a disability or under the age of 16.

Should a fire occur do not delay exiting the building via the front door.

We operate a recycling policy within the premises in line with waste Scotland and government legislation.

Punctuality and Courtesy

Arriving late may interfere with your treatment. All appointments will end at their scheduled time, so that the next client will not be delayed, and a full charge will be applied. All times stated include preparation of room and client: i.e. 5 minutes at the beginning and end of treatment.

Please arrive 10 minutes prior to treatment if it is your first appointment at the salon. We require this time for you to complete a personal consultation card, this document is 100% confidential and is used for treatment purposes only.

Services and price list

All services and prices may be subject to change. For our latest prices and services please check our website. Treatment times can include consultation, dressing and undressing time. Please ask for details.

Cancellations

Please note 24 Hours notice is required for all cancellations, otherwise the total treatment price will be charged. Cancellations should be made by calling us on 0131343626 or email info@originalsalon.co.uk

For repeat offenses of 'no show' appointments clients will have to prepay their appointments at the time of booking.

For visits over 1 hour a 50% deposit will be required at the time of booking. This can be changed to another appointment or refunded when the correct cancelation notice is given of 24 hours. For cancelations withing 24 hours of booking time or "no show "appointments would result in the loss of deposit.

Deposits will be held on a customer account unless a refund is requested. This will be returned if the cancelation policy has been followed and we will return this the same way it was paid. This may take 3-5 days to appear in your account form the date the refund is issued.

Deposits left on accounts can be applied to future bookings or transferred to another person when requested in writing by the account holder.

Purchase of Retail Products

Beauty products must be paid for in full at time of purchase or ordering.

Prepaid Courses of Treatments

Have a validity of 24 months from date of purchase, unless otherwise stated.

When buying a course of buy 5 get one free this is only for all of the same services le

x6 leg waxes.

Courses must be paid for upfront to qualify for offers and discounts.

All promotional prices would not be eligible in conjunction with course prices.

Our Loyalty Reward System

We run a loyalty point system through your client file on our salon iris system. Loyalty points cannot be redeemed for cash, sold or transferred. Your loyalty point must not be transferred to a third party. Points can only be redeemed on certain treatments. Your loyalty points cannot be used in conjunction with any other offer or discount. All client loyalty points remain the property of Original Salon and Womankind Clinic reserves the right to without notice: a) terminate the scheme b) decline to issue

Loyalty cards c) withdraw or cancel the loyalty card or alter or amend the terms & conditions of the Original Salon and Womankind Clinic loyalty scheme.

Gift Vouchers

Gift Cards can be spent on absolutely anything at Original Salon and Womankind Clinic up to the value of the card. The card balance can be topped up when the balance reaches zero. Please look after this valuable gift and treat it just like cash. Womankind cannot replace, reimburse the value of your gift card if lost stolen or damaged. Cards cannot be exchanged for cash, card value 0.001p. To check your balance or add value, take your card to reception. The card value expires 1 year after purchase.

Gift Vouchers are non-refundable and are valid for 12 months from the purchase date and will not be accepted after the expiry date. Vouchers may be used for services only. Vouchers cannot be redeemed for cash, sold or transferred. Your gift voucher name must be quoted at the time of booking and the voucher handed to the therapist at the start of your treatment. You are not under obligation to use the full value of your vouchers during one session. Late cancellation and "failure to show" terms as laid out above also apply to gift vouchers.

Complimentary and charity vouchers

Terms and conditions apply to complimentary and charity vouchers. These cannot be changed, amended, or exchanged under any circumstances.

This voucher cannot be changed to another treatment and cannot be exchanged for cash. They cannot be used to purchase products.

please observe members of staff that the voucher can be used with as we will not be able to accept vouchers should the wrong staff member be selected for carrying out the treatment. If no staff member is stated, then the voucher can be used with any staff member.

To book please contact us on 01313436262 and let us know you have won this voucher and what it is for.

use of the voucher is subject to availability, and we reserve the right to refuse the use of the voucher on bank holiday weekends, during busy summer months and December.

we run a 48-hour cancellation policy. For bookings with a charity voucher that are cancelled within 48 hours or in the event of a no-show appointment then the voucher will be redeemed no longer be

Voucher Expired

In the event that a voucher cannot be used within the valid period, the salon will extend the voucher for 3 months, but it can only be used in off peak times Monday- Friday 10-5. This needs to be arranged by prior agreement with management. Please note this does not apply to Charity and Complimentary vouchers.

Price Alteration

We reserve the right to alter prices without prior notice.

Smoking and vaping

Please note that it is illegal to smoke or vape anywhere in the Salon.

Data Security privacy policy

You will find a copy of this on our desktop website

Privacy Policy

Who we are

Original Salon is registered in Scotland CO Number SC761755

58 Raeburn Place Edinburgh EH41HJ

Womankind Clinic @ Charlie Miller is registered in Scotland CO Number SC489404

118 Raeburn Place Edinburgh EH41HG

In this privacy policy references to 'we' or 'us' refer to Original Salon and Womankind Clinic @ Charlie Miller. This policy will explain what information we collect about you and how we use it.

The information we collect and how.

At Original Salon and Womankind Clinic @ Charlie Miller. We take privacy seriously and only use the information we collect to provide our services. We do not share or sell the information we collect for any other purpose than providing the best possible service for our clients. At any time, you may request a copy of information we have recorded about you. You may also request we remove all identifiable information with respect to yourself. As a matter of course, we will delete your identifiable information if you have not undertaken business with us after 2 years.

For transparency, listed are the business services we provide and how each service uses the information we collect. Beauty related services:

We request the minimum level of personally identifying information to run our business effectively. This is data you provide us directly, for example, your name and contact details. We will never obtain information about you indirectly from sources outside our business. We store notes with respect to services we undertake to ensure we maintain and exceed our level of service. For example, your preferred colour formula codes, how you like your coffee and who your favourite therapists are. We consider you have provided consent for us to store personally identifying information and information about your services based on your receiving services from us. Depending on the particular service(s) we are providing we may be required to ask questions related to your medical history. We will obtain your consent prior to storing information related to your medical history. Examples of medical data may be allergies, pregnancy or an injury that may impact our service.

Appointment confirmations and reminders:

We will contact you via phone, email or SMS to confirm appointments booked and remind you of upcoming appointments. We consider your having made the appointment as consent to undertake this activity but, if you want, you may opt-out at any time.

Appointment ratings and reviews:

After visiting us we may send you an email or SMS asking you to rate our services and provide feedback. We consider your agreement and participation in the service as consent to undertake this activity but, if you want, you may opt out at any time.

Loyalty:

We consider becoming a member of our loyalty program as consent to send you emails related to the loyalty program but, if you want, you may opt out at any time.

Marketing:

We will not undertake phone, mail, email or SMS marketing without you first providing consent for us to do so. Our

marketing campaigns are automated and use rules based on services and products purchased and information we collect from you. For example, we may send marketing campaigns related to your birthday, the fact we miss you (you have not visited for 3 months) and other special days like Valentine's Day and Christmas. Of course, you may opt out of receiving marketing material at any time.

Data processors and data locations:

We use numerous leading software solutions within our business to provide the services listed above. These software solutions store and process data in numerous locations outside our business premise. For a list of software providers and data storage locations please visit: www.saloniq.co.uk

You may contact us at womankindbeauty@live.co.uk to:

- Request a discussion about our Privacy Policy.

- Request information we have stored about you.
- Request we remove all identifying information about you.
- Make a complaint.

Medical Conditions

Please inform your therapist of any medical conditions including pregnancy prior to booking as some treatments may not be appropriate for you. Certain medications may also prevent you from being suitable to certain treatments. A client consultation will be carried out on your first visit to ensure your safety. Clients must inform the salon if anything changes to their personal information or medical history.

Mobile Phones

In the interest of comfort of all our clients, please refrain from using a mobile phone and ensure it is switched off, or on silent, for the full duration of your time at the salon.

Children

We want you to relax when you come to visit us. Therefore we ask for you to avoid bringing children when you come to an appointment where possible. We understand this can be difficult at times but in the interests of you, your child and our staff we need to ensure that we can keep you all safe. We have hot wax and machines that can be dangerous in the salon so we need to ensure that these will not pose a risk to anyone. We also have to consider noise pollution for our other guests and in the event that someone is having a relaxing facial or massage we promote a quiet, calm and tranquil environment.

Please understand that we cannot accommodate children under 16 unless supervised by an adult during your treatment. Please inform a member of staff prior to your treatment if you wish to bring a child to your appointment as we do not have a lot of space and cannot accommodate multiple children.

In consideration for other clients, we cannot allow children to be unattended in the salon and sitting at reception unsupervised. There are certain treatments that would not be safe for children to come into the treatment room so please discuss this with a member of our team before booking and bringing a child with you. In the event that we cannot do your treatment because you have a child with you, we will consider this to be a no show appointment and our cancellation policy will apply.

In the event that a child is upset or unsettled during a scheduled appointment in the interests of other clients we would need to end your treatment and this would be considered a no show appointment.

Animals

Please understand that we cannot accommodate animals in the salon for health and safety. Assistance dogs are permitted. Please advise us in advance if you will be accompanied by an assistance dog.

Wheelchair access

We have access for 1 wheelchair at a time in the salon. If you require any assistance, please advise us and we will do all we can to accommodate you.

Payment

Most credit and debit Cards are accepted, or cash. All prices include value added tax at a current rate.

We use online payments through Stripe.

Bookings that are 1 hour or more require 50% deposit will be required at the time of booking.. Cancellations within 24 hours will require full payment. Large booking may be subject to 48 hours cancellations with a upfront payment made at the time of booking.

Patch Testing

Patch testing may be required for several treatments including IPL, tinting, lash lifts, brow lamination and eyelash extensions. On other occasions we may suggest a patch test to ensure the safety of the client.

Personal Items

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for lost items.

Any unclaimed items will be given to charity.

Returns Policy

All products can be returned within 14 days if unopened and the seal is still intact under the Sales of goods act. Proof of purchase is required, and the refund should be issued with the same payment method as the purchase.

Under the perishable goods act we cannot return any open items. Items must be in a re sellable condition.

In the case of an allergic reaction the products must be returned within 14 days and evidence of this reaction apparent. The head office needs to be informed and a reaction with photographic evidence if applicable needs to be logged in the accident book.

With Online and Postal sales if a return is required due to a mistake on our side then the goods must be returned prior to issuing the refund and we can credit them with the postage.

Should a postal sale customer 'change their mind' they can return this with the above terms but the postage will not be refunded.

Should goods be damaged when they arrive then the customer needs to provide evidence of this and they are covered by the goods in transit act and it states that it is our property until it is with them. At the discretion of management, we will decide to issue a discount refund, a replacement and in the last instant a full refund.

Complaints procedures

We always endeavour to provide 100% customer satisfaction and if our customers are not happy, we want to know how we can make you happy. When having a treatment at Original Salon and Womankind Clinic it is 'At Will' and this is confirmed with the consultation card.

In the event that that Original Salon and Womankind Clinic May be at fault or a service does not live up to industry standard we want to know about it so we can put it right.

Clients that are not happy with a service should be resolved with the therapist providing the service immediately or as soon as they become aware they are not satisfied within a reasonable time frame.

Should a problem not be resolved then a supervisor/manager will get involved. We will always offer an alternative therapist/treatment to resolve any issues. This may not be at the time of booking if there are no available appointments.

In the last instance a complimentary service to the same value or and upgraded version should be issued to the client. Only in exceptional circumstances a refund should be offered.

All complaint accidents big or small should be recorded in the accident book.

Hyperlinks

You may come across hyper-links on this site. These hyper-links may take you to sites operated by other organisations which you agree we are not responsible for. When preparing our website, we

have taken every care possible. However, we have no control over any of the information you can access via other web sites and, in particular, we are not responsible for the privacy policies adopted by such other websites. Therefore, no mention of any organisation, company or individual to which our web site is linked shall imply any approval or warranty as to the standing and capability of any such organisations, company or individual on the part of Womankind Beauty

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