



PURE PASSION

B E A U T Y

Terms and Conditions

By booking to use our service you confirm that you have read, understood, accepted and agreed to be unconditionally bound to the following terms and conditions.

1 Cancellations & Rescheduling

Requests to cancel or reschedule your appointment must be made to us strictly within 24 hours of your scheduled appointment time. You agree that at least 24 hours is considered the minimum amount of notice required to provide our service with 'adequate' notice.

Failure to cancel or reschedule your booking within this time will attract a cancellation fee being 20% of the total cost of services. This fee becomes due and payable upon cancellation of your booking or the fee will be automatically added as a surcharge to your next appointment.

A customer will be required to pre-pay the full cost of a service if they have previously failed to show for an appointment or have failed to cancel and reschedule their appointment with adequate notice in accordance with these terms on three consecutive occasions.

Appointments one (1) hour or longer in duration will require a 50% deposit of the total cost of services to be paid in full at the time of booking to secure your appointment. If your booking fee is not received prior to your appointment, we will not tentatively hold the booking. Amount paid for your booking fee will be deducted from your total cost of services on the day. If you do not provide the salon with the agreed 'adequate' notice of 24 hours if cancelling or rescheduling this appointment your booking fee will become strictly non-refundable.

2 Late Arrivals

Late arrivals impact our customer scheduling system and as such we are not obligated to proceed with your appointment. As a result, we request customers arrive at least 5 minutes before their scheduled appointment. It is essential that you notify us if you are going to be late. While we may attempt to accommodate a late arrival within 15 minutes of your appointment time, we reserve the right to request that you reschedule your appointment. In this event, you will be charged the 20% fee in line with our cancellation and rescheduling policy.

3 Child Safety/Guests

We ask that all guests that accompany you remain in the waiting room for the duration of your appointment as treatment rooms are limited to clients and staff only. As much as we do love children and understand the difficulties of arranging child minding services, we hope that you can understand that we cannot assure their safety in our salon. Children must be supervised at all times.

4 Gift Cards & Gift Certificates

Gift cards and gift certificates are valid for 12 months from the purchase date and can only be redeemed on the services we provide. They are non-refundable and non-redeemable for cash or products in store.

5 Reminder Service

You will receive an automated SMS reminder of your booking two (2) days before your appointment. In the event that you need to reschedule or cancel, please review our Cancellations & Rescheduling policy.

6 Prices subject to change

Our prices and services are subject to change without notice to customers.

7 Health Conditions

Please let us know of any medical conditions you may have, including pregnancies, whether you are attempting to fall pregnant, any skin conditions, allergies or whether you are taking any medications. We do not accept liability for any effects arising from your negligence or your failure to provide us with information about any conditions you may have prior to receiving your beauty service.

8 Limitation of Liability, Repair & Refund Policy

Our liability is limited to that under the *Competition and Consumer Act 2010* (Cth). As a gesture of loyalty and providing a high-quality service to our customers, if you are not satisfied with your service, please contact us within a two-week period and we will redo your service for free. We do not give refunds if you simply change your mind or make a wrong selection.



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Privacy Policy

We are committed to safeguarding your privacy. This statement explains how we treat your information., including through your use of our website and other online and/or social media platforms.

1 Collecting personal information

We may collect, store and use the following information: your name, your contact information (address, phone, email), demographic information (age, sex, preferences) or other information that you choose to share.

2 Using personal information

We require this information to better understand your needs and improve our services to you. We may use your information for our own internal record keeping, to improve our services, or to send you promotional emails from time to time. By accepting to receive our beauty service you agree to receive promotional material from us. Unless you have explicitly requested to not receive such material.

3 Security

We take reasonable steps to prevent unauthorised access or inadvertent disclosure of your information. To that end, we implemented electronic (password-protected servers) and managerial procedures for securing your information.

4 Amendments

We may update this policy from time to time by publishing a new version on our website. Please check occasionally to ensure you are happy with the changes we have made.

5 Third party websites

Our website may contain links to third party websites. We are not responsible for privacy practices of third parties. Please exercise caution and check the privacy statements of those websites.

6 Disclosure

We will not sell, distribute or lease your personal information to third parties without consent unless we are required to do so by law. Please advise us via email if your information changes.