

## Terms of Service & Service Policy

Our goal at Cabello Hair and beauty bar is to provide quality service in a timely manner. In order to do this we have implemented the following policies.

### Booking Deposit Policy

A booking deposit of \$25 is required for any booking allocated more than 1 hours of time. A \$50 booking deposit is required for any appointment for specialty services including colour removal, keratin treatments or the like. If a booking deposit is required, you will be ADVISED. If you are not able to pay the Booking Deposit at the time of booking or on request Cabello Hair and beauty bar , your appointment will be moved to 'STAND BY' for the same date and time that you requested. Your appointment is NOT CONFIRMED unless the Booking Deposit is paid. Failure to reply to booking reminders is NOT considered a cancellation and cancellation policy below applies. Booking Deposits can only be made by credit/debit card, which is held securely by SalonPay (powered by Afterpay). Cabello Hair and beauty bar DO NOT retain credit card details. Booking Deposits are NOT fees, the deposit is yours to utilise at your appointment or roll over to your following appointment (preferred).

## Cancellation Policy

We reserve your appointments especially for you, therefore, we request that you be courteous and respectful and call us promptly if you are unable to attend an appointment. To best utilise appointment times for all clients we require at least 24 hours' notice for cancellations. Less than 24 hours' notice will result in the **BOOKING DEPOSIT BEING FORFEITED** (case by case basis). This also applies to drastic appointment changes on the service you are booked in for. "No Shows" will be charged 100% of the service. **SAME DAY CANCELLATION/ RESCHEDULING** will be charged 50% of the service (case by case).

## Reminder Service

We offer an SMS reminder service which is sent to you 3 days prior to your appointment. On receipt of this text, we ask that you confirm 'Yes' or cancel with 'No' and ring for a new appointment. We endeavour to contact via phone or alternative methods should you not reply the **DAY PRIOR TO YOUR APPOINTMENT**. If no message is returned, no text or email confirmation, your appointment **WILL BE CANCELLED** and your **BOOKING DEPOSIT** forfeited. Cabello Hair and beauty bar reserves the right to cancel any unconfirmed appointments and the cancellation

policy listed above will apply. 'No shows' or less than 24 hour notice of change will be required to pay deposits for all future appointments.

### Appointment Times

Please arrive on time to ensure you receive the full service you have booked in for. If you are running late, please let us know - we will do everything we can to accommodate you, however, please keep in mind that we may have to reschedule your appointment, or may not have time to complete the whole service, in which case you will need to make another booking.

### Our Guarantee

Cabello Hair and beauty bar will always perform a thorough consultation prior to your service. However, if the result doesn't present as discussed, Cabello Hair and beauty bar will rectify at no extra charge, providing you contact the salon within the first FIVE days after your appointment. If you are unhappy with the results by choice, Cabello Hair and beauty bar will re-work at the usual pricing rates.

### Responsibility for Children & Personal Items

For the safety and comfort of all clients, we ask that children are accompanied by adults at all times,

and carefully monitored.

Even though we take as much care as possible, please note that personal items are the responsibility of the client.

We pride ourselves on offering “the best salon experience you’ll ever have”, and these policies have been put in place to ensure everything runs smoothly and you enjoy your total Cabello Hair and beauty bar experience.

## USER AGREEMENT

### 1. User agreement

1.1 By using the Cabello Hair and beauty bar website (and mobile sites) and social media pages ("Website") you accept these terms and conditions ("Agreement"). This Agreement is between you and Arly Pty Ltd (referred to in this Agreement as "we", "us" or "our"). We may change these terms at any time, and changes will be posted on the Website. By continuing to use the Website, you agree to be bound by the changes.

### 2. Registration and User Requirements

2.1 You will provide us with personal information including your name,

address, and a valid email address. You must ensure this information is accurate and current.

2.2 By using the Website and its associated functionality, you grant your express consent to us to send you direct marketing communications to the email address you provide, from which you may unsubscribe at any time. Your consent to receipt of certain communications may be implied from the use of certain functional aspects of our service, such as receiving reminders that items are in your shopping cart if you leave the page during a transaction.

2.3 To use the Website you must be at least 18 years old, and have capacity to enter into a legally binding agreement with us. Should you be unable to do so, you may have a guardian accept these conditions on your behalf.

### 3. Access and use of the Website