

SALON POLICIES

PRICING-

PRICES SHOWN ARE AN INDICATION ONLY – PLEASE ASK FOR A QUOTE PRIOR TO COMMENCEMENT OF SERVICE
COLOUR PRICE IS NOT INCLUSIVE OF A BLOW-DRY -TONER AND CUT AND BLOW-DRY
OUR PRICE STRUCTURE REFLECTS TRAINING, PRACTICAL EXPERIENCE AND ON-GOING DEVELOPMENT OF OUR
STYLIST AND TECHNICAL TEAM . CHEQUES ARE NOT ACCEPTED

DISCOUNTS-

WAK DO NOT OFFER SENIOR AND OR STUDENT DISCOUNTS ALTHOUGH PLEASE VIEW EMERGING STYLIST DEALS
VIA THE PRICE GUIDE TAB FOR CURRENT OFFERS AT A LOWER PRICE POINT

DEPOSITS-

A DEPOSIT IS REQUIRED FOR ALL BOOKINGS AND ARE NON - REFUNDABLE , NON TRANSFERABLE AND UNLESS
48 HOURS NOTICE IS GIVEN IF YOU WISH TO CANCEL AND CAN NOT REACH US VIA TELEPHONE YOU MUST USE
INSTAGRAM OR FB MESSAGE

APPOINTMENT TIMES AND LATE ARRIVAL-

ALL CLIENTS RECEIVE A MESSAGE CONFIRMING YOUR BOOKING THE DAY PRIOR PLEASE BE SURE TO CHECK THE
TIME OF YOUR BOOKING

IF YOU ATTEND A BOOKING ANY LATER THAN 15 MIN AFTER YOUR SCHEDULED TIME YOUR BOOKING WILL
EITHER BE CANCELLED OR LESS SERVICES MAY BE PROVIDED IE 1/2 HEAD FOILS MAY BE REDUCED TO 1/4
HEAD FOILS ETC THIS IS AT THE DISCRETION OF THE STYLIST

IF THE BOOKING IS CANCELLED DUE TO LATE ARRIVAL THERE WILL BE NO REFUND OF DEPOSIT

CHILDREN

TO ENSURE THE COMFORT OF OUR CLIENTS WE REQUEST YOUNG CHILDREN ARE CAREFULLY GUARDED BY THEIR
PARENTS.

WAK THE SALON DOES NOT PROVIDE CUTTING SERVICES FOR CHILDREN UNDER THE AGE OF 13 AND DO NOT
PROVIDE COLOUR OR EXTENSIONS SERVICES FOR PEOPLE UNDER UNDER THE AGE OF 16 REGARDLESS OF
PARENTAL CONSENT

HAIR EXTENSIONS-

WE DO NOT OFFER A REFUND ON HAIR EXTENSIONS ONCE THEY HAVE BEEN APPLIED OR LEFT THE SALON ALL
HUMAN HAIR EXTENSIONS ARE CONSIDERED A HYGIENIC PRODUCT, JUST LIKE SWIMWEAR ETC. AUSTRALIAN
LAW PROHIBITS THE RETURN OF USED HUMAN HAIR PRODUCTS
CARE INSTRUCTIONS ARE PROVIDED ONCE THE HAIR HAS BEEN PUT IN THE CARE IS YOUR RESPONSIBILITY

ON SCALP LIGHTENING, CHEMICAL STRAIGHTENING/PERMING

THE ABOVE SERVICES ARE NOT OFFERED AT WAK THE SALON

PERSONAL BELONGINGS-

ALTHOUGH WE DO TAKE THE ULTIMATE CARE ANY DAMAGE TO PERSONAL BELONGINGS CLOTHING GLASSES
AND HANDBAGS, JEWELLERY ETC IS NOT THE RESPONSIBILITY OF WAK THE SALON

REFUNDS AND COMPLAINTS

WAK RESERVE THE RIGHT TO RECTIFY OR CORRECT ANY ISSUES THAT YOU MAY HAVE IF DISCUSSED, IF THE
HAIR HAS BEEN ALTERED BY YOURSELF OR ANOTHER SALON ETC PRIOR TO THIS ALL
REFUNDS OR REDOS ARE VOID ALL ISSUES OR CONCERNS NEED TO BE DISCUSSED WITHIN 7 DAYS OF INITIAL

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