

WAK Salon Policy



Deposit Policy

For all appointments a \$50 deposit is required.

Weddings & Event Bookings

For wedding/event bookings we require a minimum of \$300 deposits. All Wedding/event Deposits are final and non refundable. If styles to be changed or canceled on the day, (eg.. upstyle becomes a down-style etc, no refunds will be given).

If additional services are required, additional costs will be added. Note: *The bottom of this policy may outline and additional terms or conditions specific to your booking.*

Cancellation/ No Show Policy

We reserve your appointments especially for you, therefore, we request that you be courteous and respectful and call us immediately if you are unable to attend an appointment. We need at least 48 hours' notice for cancellations so we can rebook a client in your allocated time. Less than 48 hours' notice will result in a loss of any deposits paid. This also applies to drastic appointment changes on the service you are booked in for - so, if you are booked in for a long service and you change your mind and don't want it done any more, you must let us know 48 hours prior to your appointment time. 'No shows' will be required to pay deposits for all future appointments.

Reminder Service

We offer an SMS reminder service which is sent to you the day before your appointment. On receipt of this text, we ask that you contact us on 40231431 or via Facebook Immediately to discuss any changes or concerns.

Our Guarantee

At WAK we will always perform a thorough consultation prior to your service.

However, if the final result doesn't reflect what was discussed and agreed please contact the salon immediately within the first 7 days to discuss what your options are. If we agree the final result doesn't present as discussed, WAK will rectify it at no extra charge.

Services performed at WAK will not carry any guarantee if the client is not using Professional Products as recommended. WAK will not refund or compensate clients for change of mind or unrealistic expectations not being met. WAK will not refund or compensate for services performed elsewhere to rectify or change outcome of services performed at WAK and re-dos will be charged at the usual rates. WAK reserves the right to correct any issues in the salon before a refund is offered given there is basis to do so at our discretion.

Extreme Changes and Specialty Appointments

We embrace change at WAK the Salon. Clients coming in for drastic changes such as going Platinum to Dark or Dark to Light or Fashion Colours are always a process. Some are immediate and others will take time. We do not refund or offer to re-work free of charge for those who change their mind, do not like the result leading up to a drastic change or had different expectations of a result. We will take this case by case and will always be willing to discuss options and come to a mutual agreement to ensure you are satisfied.

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 clothing & personal items are the responsibility of the client.