

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

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 another salon , washed the colour prior to 72 hours after service etc prior to this all refunds or redos are void all issues or concerns need to be discussed within 7 days of initial app

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 swimw ear 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