

Bookings

Before any highlight/balayage or lightening services are performed on a **NEW CLIENT** to the salon we require you to pre-book for a consultation 1 or 2 days before your appointment date. To give you the best possible service and outcome we will need to know your previous colour history and also do a strand test, this will help us determine the condition of your hair and whether it has any damage from a previous services or product, mineral build up that needs to be removed before we start.

Our new clients traveling in from out of town we also acknowledge this is not always possible for you, so a test will need to be done on the day, please be aware if your hair is not in good condition we may not be able to service your appointment on that day.

All online bookings and bookings made via email require Full name, Contact number & email address. An email confirmation will be sent once booking is confirmed. Text reminders are sent 4 days and 2 day prior to the appointment.

When booking online for a highlight/balayage or lightening colour service please book for a toner service and a blow-dry service.

Please contact us within a few hours of receiving our reminder text message to reschedule if you can no longer able to make the appointment, see below for cancellation/no-show fees.

All group bookings require a 50% deposit on booking

Personal Information

Miilan hair requires credit card details at time of booking to confirm your appointment. You will only be charged after your service or in an event you fail to show to your appointment or cancel last minute. We have given you heaps of notice, in return we ask the same

Miilan hair requires information on whether the client has allergies. In no event will miilan hair have any liability for incidental or consequential damages however characterised for example eczema, sensitive skin or scalp.

Photographs

Miilan hair with your consent reserves the right to take photographic or film records for promotional and or commercial purposes. In the event your photo is posted to any of our social media platforms and you want the photograph taken down please email fiona@miilan.com.au

No Show & Late Cancellation Policy

- A confirmation text message to confirm your booking will be sent 4 days prior to your appointment. If you have not confirmed another text message will be sent out 2 days before your appointment. Please confirm or cancel your appointment within the first few hours of receiving
- All cancellations made within 1 day of the appointment will be charged a fee of 50% of the appointment cost
- All clients that do not show to their appointment without any notice will also be subject to a fee of 100% of the appointment cost, this will be charged to your card provided

Complaints, Returns & Refund Policy.

We follow the following in house guidelines

- All products, services and gift cards are non-refundable.
- With that being said, at miilan hair we want our clients to be super happy. If you have not grown to love your hair within two to three days, please contact us and we would be happy to schedule an appointment so we can rectified the miscommunication.
- Terms & conditions apply