

## Terms and conditions

Please give 48 hours' notice of a cancellation. Failure to do so will incur a cancellation charge.

All Hensmans offers and promotions are limited to one per person and are only available on one service per visit- they are not valid in conjunction with any other offer. We will attempt to publicise such information, but cannot be held responsible for any error in doing so.

On occasions when client is not satisfied with the outcome of any colour service after confirming the colour during consultation, Hensmans Salons reserves the right to decide whether to provide a repair service.

Please inform your stylist/therapist if you are pregnant, taking medication, have allergies or any other medical condition that may affect you during your time in the salon.

Personal valuables are your own responsibility. We cannot accept liability for loss or damage so please take care. No responsibility can be held for items left on the premises.

All clients are required to have an allergy test before any have a colour service. You will be asked to have a test a minimum of 48hrs prior to your first colour service and then on an annual basis thereafter.

All children under the age of 12 must be supervised in the salon at all times by a parent or guardian.

Student discounts, Kids club and the post colour blow dry offers are only available Monday- Friday and are with selected stylists only and are subject to availability.

Hensmans salons reserve the right to change, amend or withdraw any offer, promotion, or these terms and conditions, at any time without prior notice and at their discretion.

## Offers

All Hensmans offers are available with selected stylists only, subject to availability and not to be used in conjunction with any other offer. Hensmans reserve the right to change or cancel any offer at any time. No cash alternative is available. Unless otherwise stated offers do not apply to Kids club appointments.

## Reward club

Hensmans reward points are accumulated with every purchase of salon services and can be redeemed against either salon services or products. To collect points for a transaction, your Hensmans reward card must be presented at the till. Reward points cannot be used in conjunction with any other offer and they have no cash value. The Hensmans reward cards are issued by, and remain the property of, Hensmans Salons. Joining the Hensmans reward club indicates your agreement to be placed on our mailing database, but if you prefer not to be contacted by either telephone, email or post please let the salon know and your name will be removed. Only one reward card per person. Some purchases may be excluded from the scheme at the discretion of Hensmans Salons. Hensmans Salons reserve the right to alter or amend the terms & conditions of the Reward Card scheme, or terminate the Reward Club at any time.

## Gift cards

Gift cards cannot be exchanged for cash or resold. Gift cards must be used against salon services only and presented in the salon when payment is due. Hensmans gift cards are valid for 12 months from the date of purchase. Gift cards must be produced in person to be redeemed. Hensmans gift cards can be used in full or part payment salon services or products. Where a Gift card holder wishes to buy salon services or products with a value higher than the balance on the gift Card, they will be required to pay the difference in value. If a Gift Card is lost, stolen or damaged Hensmans Salons cannot replace or reimburse the balance on the gift card.

## Competitions

Only one entry per person. Winner will be chosen at random by an independent party. Prize will be available for collection after the closing date. Prizes are not transferable and cannot be exchanged for cash or resold. Entrants are required to meet the Entry Criteria but otherwise no other purchase is necessary. Prize winning gift vouchers can only be used for salon services, and they are not redeemable against retail products. Employees of Hensmans (and their respective families) are not eligible to enter. No responsibility is accepted for entries which are lost, corrupted, incomplete or for any failure to capture entry information. Hensmans reserves the right to cancel or amend the competition or rules without notice. The decision of the judge(s) is final and no correspondence or discussion shall be entered into. Where a winner has been selected and Hensmans has reasonable grounds to believe a winner has made more than one entry, we reserve the right to select an alternative winner. Hensmans cannot accept any responsibility for any damage, loss, injury or disappointment suffered by any entrant entering the competition or as a result of accepting any prize. Hensmans reserves the right to use the names of winner in any online publicity.

## Corporate club

**Corporate members-** The Hensmans corporate club membership is exclusively for businesses. It provides a 15% discount on all salon services, for all nominated staff that work within a business. A minimum of 5 employees are required for a company to qualify to join the Hensmans Corporate club. Members must present their corporate club card at every appointment to receive their discount. The Corporate club discount cannot be used in conjunction with any other offer, discount or against products. Members are required to notify Hensmans of any change of employment

**Hero members-** Individuals that work within the Public sector (Fire, Police, Teachers & NHS staff) are known as Hero Members of the Corporate Club. The Corporate club provides a 15% discount on all salon services. Members must present their corporate club card at every appointment to receive their discount. The Corporate club discount cannot be used in conjunction with any other offer, discount or against products. Members are required to notify Hensmans of any change of employment.

