

Ready for a new look?

SJ Syran John Hairdressing

Cuts, Colour, Styling, Wedding Hair,
Prom Hair and more!



TERMS AND CONDITIONS

Syran John Hairdressing

BY EMPLOYING THE SERVICES OF SYRAN JOHN HAIRDRESSING and accessing or using the Syran John Hairdressing website, online booking system and social media platforms, you agree to be bound by the TERMS as laid out below. We reserve the right to update these terms from time to time as appropriate.

CANCELLATIONS AND NO SHOWS

You are responsible for notifying us of any changes to your personal information by e-mail, telephone or in person in order that we may contact you regarding an appointment if necessary.

We will treat all your personal information as confidential and will not pass it on to third parties without your consent.

Appointments which are cancelled at short notice or clients who fail to show for their appointment

Inconvenience to other potential clients, and a loss of revenue to the salon and earnings for our hair team. We, therefore ask giving us 48 hours notice for any appointment change or cancellation.

In the event of continuous no show or repeat late cancellations, the full cost of the service booked applies and a 50% deposit required for future appointments.

Equally, if we have to cancel your appointment we will also supply 48 hours notice. If we are unable to provide 48 hours notice, we will credit you (the client) account with a discretionary discount of the original booking.

COMPLAINTS & OUR GUARANTEE

SYRAN JOHN HAIRDRESSING want every client to be 100% happy with their hair. If, however you have an issue or complaint, you must notify us immediately and we endeavour to deal with your complaint as soon as we reasonably can.

You will be referred to the Salon Director immediately who will deal with the complaint. We will ask you to return within 14 days of the original service for a follow-up consultation and assessment of the hair.

We reserve the right to refuse to redo or refund a service that we deem to have been carried out to a satisfactory level and in accordance with the industry standards and procedures. In cases where it has been more than 14 days since the original disputed service, there will be no entitlement to a follow-up consultation, redo or refund.

In cases where the hair has been altered, manipulated or changed in any way since the disputed service, prior to a follow-up consultation taking place, there will no entitlement to a follow-up consultation, redo or refund.

We welcome feedback and it is important for you to inform us if you are unhappy with your hair at any stage.

COLOUR SERVICES

Please note, it is our policy to carry out a skin test 48 hours prior to your appointment. We adhere to strict standards of health and safety within the salon, in accordance with the regulations set-out by our suppliers and accrediting bodies. We reserve the right to refuse a colour service if it is our professional opinion to do so.

In the instance of a colour service, you will be required to attend a preliminary consultation in-salon where you will be skin tested no less than 48 hours and no longer than 2 weeks before a first colour service or where a product change is required.

Skin testing will be repeated where redeemed appropriate.

Failure to complete a satisfactory skin test and consultation will result in the refusal, cancellation or rescheduling of the colour service. In the instance where a deposit has been paid for a consultation not attended, we reserve the right to refuse a refund.

If you suffer any kind of reaction to a product we have skin tested you for, you will notify the salon immediately and the appointment may be cancelled or rescheduled as necessary. We are not liable for any irritation or reaction resulting from application of colour, chemical treatments or skin testing where procedure has been adhered to in accordance with the suppliers and accrediting bodies guidelines.

DEPOSITS

50% deposits are required for certain appointments. Deposits are non-refundable on failure to turn up for your appointment or change of appointment without 48 hours notice.

Deposits are required for all hair services.

Deposits can be paid on our online booking system, telephone to ensure your booking. Your appointment cannot be booked until your deposit has been paid.

DEPOSITS FOR NEW OR LAPSED CLIENTS

For any new client or lapsed clients who have not visited us in over 12 months, we do require a 50% deposit to honour the initial booking. We appreciate a 48 hour notice period so if the booking is within this time frame the deposit will be non refundable if you fail to show or cancel your appointment.

OFFERS AND PROMOTIONS

SYRAN JOHN HAIRDRESSING reserve the right to cancel any offer or promotion at any time. Management reserves the right to refuse any service at any time. Services may not be available at all times.

Vouchers are valid for 3 months prior to receipt. Vouchers cannot be redeemed for cash.

Some promotions require payment before the appointment can be booked. This payment is non-refundable if you fail to turn up or change the appointment without 48 hours notice.

NEW CLIENT INTRODUCTORY OFFER

A discount on a ladies cut & finish is available for all new clients.

RECOMMEND A FRIEND OR RELATIVE

Step 1: Receive your text and forward to friends and family

Step 2: Your friend or family member visits us and receives a discounted ladies cut and finish

Step 3: We will then send you a discount off your next ladies cut & finish to thank you for recommending us, once your friend or family member has visited us first.

REVIEWS/TESTIMONIALS

If you would like to submit a review, you grant us a non exclusive, royalty free and irrevocable right to use, reproduce, adapt, publish, distribute and display such content throughout the world in any media.

The content and material must be accurate and must not breach any applicable SYRAN JOHN HAIRDRESSING guidelines.

A negative review regarding a service will not be published, shared or publicised without first notifying SYRAN JOHN HAIRDRESSING and revisiting the salon, in accordance with the complaints procedure as laid out in the terms.