

Important Information



PLEASE FAMILIARISE YOURSELF WITH  
THESE BEFORE BOOKING ANY APPOINTMENTS



# Opening Hours

MONDAY - CLOSED

TUESDAY - 9AM-5PM

WEDNESDAY - 9AM-5PM

THURSDAY - 9AM - 8:30PM

FRIDAY - 9AM - 7PM

SATURDAY - 8:30AM - 2:30PM

SUNDAY - CLOSED

\*APPOINTMENTS CAN BE MADE  
OUTSIDE OF THESE OPENING  
HOURS BUT MAY INCURE A FEE.



# Location

SHOP 9/254 PAKINGTON STREET, GEELONG  
WEST

PARKING EITHER SIDE OF PAKINGTON  
STREET OR IN GERTRUDE STREET

PLEASE ALLOW EXTRA TIME DURING PEAK  
HOURS AS THE STREET IS BUSY.



# Policies

I WILL POST ANY AVAILABILITY ON INSTAGRAM DURING THE WEEK TO RESERVE AN APPOINTMENT.

PLEASE CALL, TEXT, DM US OR ONLINE BOOK.

**A \$50 DEPOSIT IS REQUIRED FOR ALL NEW CLIENTS WHEN MAKING A BOOKING OVER \$80. THIS WILL BE TAKEN OFF YOUR APPOINTMENT TOTAL ON THE DAY.**

**THIS IS TO BE PAID WITHIN 24 HOURS OF THE BOOKING, OTHERWISE THE BOOKING ISN'T CONFIRMED.**

PLEASE BE ON TIME TO YOUR APPOINTMENT, IF YOU ARE MORE THEN 15 MINUTES LATE WE MAY HAVE TO CANCEL YOUR APPOINTMENT AND YOU WILL BE CHARGED AS A NO SHOW.



# Policies

PLEASE NOTE WE REQUIRE 48 HOURS NOTICE  
TO CANCEL OR CHANGE YOUR APPOINTMENT

IF YOU CANCEL WITHIN  
48-24 HOURS NOTICE WILL RESULT IN A  
CANCELLATION FEE OF 50% OF THE SERVICE  
COST

24-0 HOURS WILL RESULT IN A CANCELLATION  
FEE OF 80% OF THE SERVICE COST

NO SHOWS WILL RESULT IN A CANCELLATION  
FEE OF 100% OF THE SERVICE COST

NO FURTHER APPOINTMENTS WILL BE BOOKED  
UNTIL FULL PAYMENT IS MADE



# Payment

YOU CAN PAY VIA EFTPOS, CASH, BANK TRANSFER OR  
AFTER PAY IS AVAILABLE.

**FULL PAYMENT IS REQUIRED AT THE TIME OF  
COMPLETION OF THE SERVICE**

## Redo/ Refund Policy

**I DO NOT OFFER A REFUND FOR ANY COMPLETED SERVICE**

**YOUR PAYMENT COVERS PRODUCTS USED, TIME AND  
EXPERTISE.**

IF YOU ARE NOT HAPPY WITH THE OUTCOME OF YOUR HAIR,

I AM ABLE TO REDO YOUR HAIR AT NO COST TO YOU IF:

- I AM NOTIFIED WITHIN 7 DAYS FROM YOUR FIRST APPOINTMENT
- IF YOU ARE NOT USING THE RECOMMENDED PROFESSIONAL PRODUCTS, I CAN NOT GUARANTEE HOW THE SERVICE WILL TURN OUT AND THEREFORE WILL VOID THE POLICY.
- IF YOU OR A THIRD PARTY HAVE ALTERED THE OUTCOME, THE POLICY IS VOIDED
- YOU RETURN WITHIN 14 DAYS OF YOUR ORIGINAL BOOKING
  - THIS POLICY DOES NOT INCLUDE CHANGE OF MIND
  - HAIR EXTENSION REDO/ REFUND POLICY IS DIFFERENT



# Hair Extension Refund/ Return Policy

I HAVE A STRICT 30 DAY REFUND/RETURN POLICY FOR FAULTY HAIR. OUR TECHNICAL TEAM WILL LOOK OVER THE HAIR EXTENSIONS AND ASSESS. WE WILL NOT DEEM THE EXTENSIONS FAULTY IF THE PRODUCT RETURNED HAS EVIDENCE OF DAMAGE DUE TO MISUSE OR NEGLECT.

PROPER CARE AND THE CORRECT PRODUCTS MUST BE USED TO ENSURE HAIR EXTENSION MAINTAIN THEIR BEST QUALITY.

**NO REFUNDS WILL BE GIVEN UNTIL THE HAIR HAS BEEN ASSESSED.**

UNFORTUNATELY SOMETIMES EXTENSIONS DO SLIP AND CORNERS CAN POP OUT BUT HERE AT CREATIVE DESIGN HAIR ARTISTRY I OFFER A FREE RESTITCH FOR 14 DAYS AFTER MAINTENANCE OR INSTALL IF EXTENSIONS ARE APPROPRIATELY CARED FOR.



# Disclaimer

CREATIVE DESIGN HAIR AND BEAUTY RESERVES  
THE RIGHT TO REFUSE ANY SERVICE FOR ANY  
REASON, AND NOT LIMITED TO;

- FREQUENT CANCELLATIONS
- NO SHOWS
- FAILURE TO COMPLY WITH ANY POLICIES
- UNABLE TO TREAT ME OR MY SPACE WITH  
THE RESPECT THAT WE DESERVE



# Thank you

**I, PLEASE ASK FOR EVERYONE TO BE RESPECTFUL  
TOWARDS ME, MY TIME, MY SPACE & THESE  
POLICIES.**

**THIS IS NOT A HOBBY, THIS IS MY LIVELIHOOD, AND  
MY JOB TO EARN A WAGE, JUST LIKE EVERY ONE  
ELSE.**

**THANK YOU FOR YOUR UNDERSTANDING  
& CONTINUED SUPPORT**

 **CDHB**