

Important Information



PLEASE FAMILIARISE YOURSELF WITH
THESE BEFORE BOOKING ANY APPOINTMENTS

Opening Hours

MONDAY - CLOSED

TUESDAY - 9AM-8:30PM

WEDNESDAY - CLOSED

THURSDAY - 9AM - 8:30PM

FRIDAY - 9AM - 5PM

SATURDAY - 8:30AM - 2:30PM

SUNDAY - CLOSED

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

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 NON-REFUNDABLE 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

IF YOU HAVE PAID A DEPOSIT THIS WILL BE FORFEITED
AND COMES OFF THE TOTAL CANCELLATION FEE

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, MY STAFF OR MY SPACE
WITH THE RESPECT THAT WE DESERVE

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.

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

IDO NOT OFFER A REFUND FOR ANY COMPLETED SERVICE

**YOUR PAYMENT COVERS PRODUCT'S 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.

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