

ReNew Terms and conditions

1. **DATA PROTECTION**- All clients will be asked to complete a treatment card prior to and/or during their treatment. Please rest assured that that any personal details are stored and used in line with the Data Protection Act and are not passed onto any 3rd parties.

2. **APPOINTMENTS** - Clients please be aware of the following :

The supervising lecturer has the right to:

- 1) Decide on the service to be offered in relation to the teaching programme
- 2) Decide the method by which the service is carried out
- 3) Refuse admission to clients who are over 15 mins late for appointments
- 4) Refuse clients treatments whose requirements exceed the level of the teaching programme.

3. **PARKING** - There is no parking on the college site, on road parking is available on the roads surrounding and is pay by phone and meters.

4. **ALLERGY TESTING** - All clients must have a skin allergy test at least 24 hours prior to any hair or eye tinting treatments. This will be recorded on your treatment card. Clients are not allowed to bring their own products unless medically prescribed.

5. **LOYALTY CARDS** - We have a loyalty scheme. Collect 6 stamps and receive 30% off your next treatment. 1 stamp per visit. Valid for full price treatments only.

6. **DISCOUNTS** -Staff, students and their friends and family are entitled to 20% on full price treatments plus 10% discount on retail items.

7. **CLIENT AGE RESTRICTIONS** - We have a policy of a minimum age of 16 for all hair and beauty treatments.

8. **GIFT CARDS**- Gift cards are available to purchase at Flaunt reception. There is no minimum value, and the card is valid for 24 months.

9. **TREATMENT AVAILABILITY**-varies depending on the teaching programme, therefore not all services are available in each session, or throughout the year.

PLEASE NOTE: Treatment times DO NOT include consultation and post treatment advice. Occasionally appointments may be subject to delays or cancellation, in these circumstances we will try our best to notify you as soon as possible.

We respectfully request that our clients remember, we are a training establishment, and that classes may start late and run for longer than expected.

10. **FEEDBACK** -We appreciate and encourage and constructive feedback and provide client feedback forms which are available from Flaunt Reception.

We are OPEN term time ONLY

Many thanks

The ReNew team