



Terms of Service

1. Introduction

Welcome to our website. These Terms of Service ("TOS") govern your use of our website and the services we offer, including hairdressing services, academy courses, and the sale of vouchers. By accessing or using our website, you agree to comply with and be bound by these TOS. If you do not agree with any part of these terms, please do not use our website. We reserve the right to modify these TOS at any time, and it is your responsibility to review them regularly. Your continued use of the website constitutes acceptance of any changes.

2. Services

2.1 Hairdressing Services

We offer a comprehensive range of hairdressing services, including but not limited to haircuts, styling, coloring, treatments, and specialized care for different hair types. Our services are performed by experienced and qualified professionals who are dedicated to providing the highest standard of care. Each service is tailored to meet the individual needs and preferences of our clients, ensuring a personalized and satisfying experience. By booking our hairdressing services, you acknowledge and accept that results may vary based on individual hair conditions and maintenance routines.

2.2 Academy Courses

Our academy provides a variety of courses designed to educate and train individuals in the art and science of hairdressing and beauty. These courses cover a wide range of topics, from basic techniques to advanced skills, and are taught by industry experts. Enrollment in our courses requires adherence to all course requirements, prerequisites, and policies. By purchasing and participating in our academy courses, you agree to fully engage in the learning process and complete all required assignments and assessments. Course fees are non-refundable once the course has commenced, and certification is subject to meeting all course criteria.

2.3 Vouchers

We offer vouchers that can be used towards the purchase of our hairdressing services and academy courses. Vouchers are available in various denominations and can be redeemed within the specified validity period. Vouchers are non-refundable and cannot be exchanged for cash. It is the voucher holder's responsibility to ensure that the voucher is used before the expiration date. Lost or stolen vouchers cannot be replaced. Vouchers are transferable and can be gifted to others, but they must be presented at the time of service or course enrollment. By purchasing a voucher, you agree to these terms and conditions of use.

3. Bookings and Payments

3.1 Bookings

Bookings for our services can be made through Optios which rule by their own TOS, or by phone, or in person at our salon. All bookings are subject to availability, and we recommend booking in advance to secure your preferred time and date. Upon booking, you will receive a confirmation email or message detailing your appointment. If you do not receive a confirmation, please contact us to verify your booking. We reserve the right to refuse service to anyone for any reason at any time. Please arrive on time for your appointment to ensure the full duration of your service can be provided.

3.2 Payments

Payments for services, academy courses, and vouchers can be made using various methods, including credit card, debit card, and other approved payment methods. Payment must be made in full at the time of booking or purchase unless otherwise specified. For academy courses, a deposit may be required to secure your spot, with the remaining balance due before the course begins. We use secure payment processing systems to protect your financial information. By providing your payment information, you authorize us to charge the applicable fees to your chosen payment method.

4. Cancellations and Refunds

4.1 Cancellations

If you need to cancel or reschedule an appointment, please notify us at least 24 hours in advance. This allows us to offer the slot to other clients. Failure to provide sufficient notice may result in a cancellation fee equivalent to a percentage of the service cost. For academy courses, cancellations must be made at least 7 days before the course start date to be eligible for a partial refund. Cancellations made within 7 days of the course start date are non-refundable.

4.2 Refunds

Refunds for services will only be issued if we are unable to provide the service as booked due to unforeseen circumstances on our end. Refund requests must be made within 7 days of the

service date. Refunds for academy courses will be considered on a case-by-case basis, depending on the reason for cancellation and the amount of notice given. Vouchers are non-refundable and must be used within the validity period. In the event of a dispute, our decision on refunds will be final.

5. Risk and Liability

5.1 Service Risks

While we strive to provide the highest quality of service, there are inherent risks associated with hairdressing treatments and beauty services. These risks may include, but are not limited to, allergic reactions, skin irritation, and hair damage. We recommend that clients disclose any allergies, medical conditions, or sensitivities before receiving a service. A patch test may be required for certain treatments to minimize the risk of adverse reactions. By receiving a service, you acknowledge and accept these risks and agree to hold us harmless for any adverse effects that may occur.

5.2 Liability

We take great care to ensure the safety and satisfaction of our clients. However, we are not liable for any damages, injuries, or losses resulting from the use of our services or products. This includes, but is not limited to, indirect, incidental, or consequential damages. Our liability is limited to the amount paid for the service or product in question. By using our services, you agree to these terms and waive any claims against us for any damages or injuries incurred.

6. Privacy Policy

We are committed to protecting your privacy and ensuring the confidentiality of your personal information. Our privacy policy outlines how we collect, use, and protect your data. By using our website and services, you consent to the practices described in our privacy policy. We do not share your personal information with third parties without your consent, except as required by law.

7. Governing Law

These TOS are governed by and construed in accordance with the laws of the country in which our salon is located. Any disputes arising from or related to these TOS shall be subject to the exclusive jurisdiction of the courts in that country. If any provision of these TOS is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

8. Contact Information

If you have any questions or concerns about these TOS, please contact us at:

Natalia Grajcar Hair Academy
Willemstraat 12, 5611 HD Eindhoven

Email: info@nataliagrajcar.com

Thank you for choosing our salon. We look forward to serving you!