

## SERVICES AND COSTING

- Our services and charges are listed on our website. All services are a guide to what Baseline offers. We do not offer perming or chemical straightening services in our salon.
- Please be aware that prices on our website are an estimate only. Our stylists can pre quote your service, prior to starting, to ensure you are comfortable with price and the services offered.
- Please do not ask for an exact pre quote over the phone, as hair length and density will affect the cost of your service. Over the phone quotes will be quoted as a minimum charge only.

## PRE CONSULTATIONS FOR NEW CLIENTS & MAJOR HAIR TRANSFORMATIONS

- Baseline recommends a pre consultation for all new clients or existing clients that are wanting a major hair transformation.
- Pre-consultations are recommended prior to booking the transformation appointment, to ensure your stylist fully understands your hair goals and we can book suitable time for your service.
- Pre consultation appointment can be booked online and will require a \$25 booking fee that is redeemable on any service or products at Baseline. No shows of the consultation appointment will forfeit the booking fee.

## APPOINTMENTS AND CANCELLATIONS

- Appointments at Baseline can be made via phone, online or in person. We recommend that you book in advance to avoid disappointment. Our appointment calendar runs 12 months in advance.
- All new clients will be asked to pay a deposit of 50% of their booking to secure their appointment. Any no shows or last minute (pre 24 hours) cancellations will forfeit their booking fee. Appointments may be rescheduled twice before forfeiting your booking fee.
- Clients of Baseline Hairdressing will be sent a confirmation text/email 2 days prior to your appointment as a friendly reminder. If you need to cancel or reschedule, please call the salon a minimum of 24 hours before your booking.
- If you do not receive a confirmation please contact the salon directly as a system error may have occurred.
- Regular clients of Baseline will be given the courtesy of life's incidentals that happen, that may affect your appointment schedule once and awhile, however repeat offenders will be required to pay a 50% non-refundable booking fee. This will be at the discretion of management.
- Baseline makes every effort to run to a tight schedule ensuring our clients are not kept waiting. We appreciate our clients arriving to their appointment on time.
- We allow a 15-minute window for unforeseen lateness, and we appreciate a phone call to let us know you're on the way, but this will affect the allocated time with your stylist. Any later and your appointment may need to be rescheduled to another day.
- If your allocated stylist is unavailable the day of your service due to illness or unforeseen circumstances, we will do our best to reschedule you with another stylist or re book when your preferred stylist returns. Your booking fee will be transferred with this appointment. This will not affect our cancellation policy.

We would like to thank you in advance for understanding and working with us when making, rescheduling, and arriving to your appointment

## SUSTAINABLE POLICY

- Baseline is part of the Sustainable Salon program. A Green fee of \$3 will be charged at every visit. By visiting Baseline, you are opting into our sustainable program.
- We take care that our salon waste is recycled, reused, and diverted from landfill.
- Baseline makes every attempt to work in a sustainable way such as:
  - Using foil made from recycled aluminium which is then recycled after use to be processed and reused.
  - Implementing Eco Heads on our basin taps that filter out any pollutants and reduces 40% of water usage.
  - Excess colouring products are not washed down the drain into the water supply, but disposed of safely through sustainable salons program
- We re-use the water from our condenser dryer to water our plants.
- We use Young Living low-toxin cleaning products and essential oils for our salon diffuser.

## SALON PRODUCTS

- Baseline our proud supplies and users of Goldwell, Kevin Murphy, K18 and GHD
- Goldwell is a professional holistic colour system that consists of high-performance permanent colours to high level lightening abilities to gentle toning.
- Baseline offers an ammonia free colouring option, for clients who prefer not use ammonia colouring products on their scalp and hair.
- Baseline ensures that are team are well educated and up to date with all techniques and latest product information.