Claire
THOMPSON
FREELANCE HAIR STYLIST

1. Appointments and bookings:

Feel free to call if there is no answer, I'm more than likely with a client so pls leave a message and I'll get back to you asap for quicker bookings pls use the online booking tool.

To book click **Book now**, select the services you require in order you require them, and available dates will be shown this will then be confirmed by myself via an email you will be given a booking reference no.

alternatively, you can message me, and I'll get back to you as soon as I have a minute to give you my full attention all message's will be answered in a first come first served basis. All work-related enquiries will be answered within my working hrs this info can be found on this page and online.

I offer a home service on Tuesdays and Wednesdays, I cover a 10-mile radius of WS2, please check whether you are within this for home visits. I work at my home salon on Thursdays, Fridays and Saturdays based in Pelsall, Walsall.

Terms of bookings.

2. Cancellation of appointments

48 hrs notice must be given to cancel, this is so your appointment can be offered to other clients waiting to book, if notice isn't given you will lose your deposit or may be asked to pay upfront for your next appointment. You can cancel or reschedule your appointment any time via your appointment confirmation email.

3. Deposits:

You may be asked to pay a deposit for your appointment this is then redeemable against your service, if you cancel or change your appointment in less than 48 hrs this is then lost. So please where possible give notice.

4. Payments:

All payments must be paid in full at time of appointment and can be paid in cash, card or via bank transfer, I do not offer credit so your service cannot be paid later.

5. Colour appointments:

All new clients requesting a colour will need a consultation appointment firstly, before any colours can be applied so I can carry out the necessary skin tests, and for me to look at your hair so that we can establish what needs doing to reach you to your hair goals and weather its achievable. There is a charge for this service of £10 but can be redeemable against your future colour appointment and will act as a deposit.

There are 3 options when booking for a consultation…

1, A face time consultation and remote skin test appointment (Done via a face time call and skin test sent out in the post) there is a charge for his service of £10 to be paid via a payment link sent to your mobile you must have a bank card to pay for this charge prior to your consultation.

2, Salon consultation and skin test appointment. (talk to me face to face about your hair goals set a plan and have a refreshment) Charged at £10 pay on day of appointment.

3, Book for a cut and finish service. (talk to me during your service about your hair goals, get the relative tests and set a plan) charged at the cost of a cut and finish from £31

6. Children's cuts:

For Children's cuts there must be two or more or booked along with another service, unfortunately I don't travel out for one child cut it isn't viable for business. Sometimes children can be scared to have their haircut and can get quite upset and distressed I'm more than happy to give it a go but if they become too upset, I will not force them to have it done, it can become dangerous when a child is grabbing and trying to get away whilst I have sharp scissors in my hands and the safety of everyone comes first. If this is the case and I'm not able to do the cut, you will still be charged for this service to cover my time and fuel.

7. Other useful info for home visits

I have very heavy bags so, pls notify me if I am not able to park close to your home or require a parking permit.

I do not do flats with more than 2 flights of stairs and there is no access to a lift sorry.
If you smoke pls do not smoke while I visit, I do not smoke and isn't fair for my equipment especially my gowns to smell of smoke for my next clients. For your appointment your hair needs to be clean from products and grease free.

8. Elderly/ disabled clients home visits

I am more than happy to come out, but if you are for a person that is unsteady on their feet or require extra assistance, I am not trained in this aid and wouldn't want any accidents, so

it would be helpful to have a career or family member on hand for the appointment. For styling and cuts the hair needs to be washed and clean ready for when I arrive.

Booking colours and perms are not a good idea if they cannot stand at a sink or over a bath for 10 mins for the neutralizing process of a perm or for me to wash a colour off, this is best done in the salon at a back wash where they are seated.

9. Hospital visits:

Due to the current pandemic, I am currently not offering a hospital service.

10. Visiting the salon:

Please park on my drive or a side street, please do not park at the shops opposite those parking spaces are for the shop users, also do not park on the road outside it's a very busy main road and you could cause an obstruction or an accident.

Once you have parked please make your way around the back and go through the gate the salon is straight ahead of you. Alternatively ring the bell on the gate. This is a ring doorbell so I will get a notification you have arrived.

In the salon there will sometimes be a maximum of two clients and myself, the salon is small so please do not bring relatives or friends to your appointment with you.

Refreshments will be available during your visit.

11. Shopping Online:

Products are available to order online or pick up in salon, when ordering online

select the products you wish to purchase; this is a secure online payment.

 Online orders will be confirmed via an email this is also your receipt, you will be notified via email once your purchase is ready to be collected at the salon, if you wish for it to be delivered once you have placed your order please contact me and ill arrange delivery there is an additional charge of £3.20 for postage costs this can be paid via a payment link sent to you via text msg.

Thank you,

Claire Thompson

Claire Thompson freelance Hairdressing