

Terms & Conditions

Effective Date: 30/4/2025

Welcome to Jo Sym-Choons's. By booking an appointment, using our website, or visiting our salon, you agree to the following terms and conditions. These terms help ensure a positive and professional experience for all clients.

1. Appointments & Bookings

- Appointments can be made online, by phone, or in person.
- A confirmation will be sent via SMS or email upon booking.
- Please arrive on time for your appointment. Late arrivals may result in reduced service time or cancellation.

2. Cancellations & No-Shows

- We kindly request at least 24 hours' notice for cancellations or rescheduling.
- Cancellations with less than 24 hours' notice may incur a fee.
- No-shows may be charged the full cost of the missed service before further bookings are accepted.

3. Pricing

- All prices are listed in AUD and include GST unless stated otherwise.
- Prices may vary based on hair length, thickness, or additional services required.
- We reserve the right to update prices and services without prior notice.

4. Payment

- Payment is due at the time of service.
- We accept cash, major credit/debit cards, and secure online payments via Stripe.
- Discounts and promotions must be mentioned at the time of booking and cannot be applied retrospectively.

5. Children & Guests

- We welcome children in the salon, but they must be supervised at all times.
- For safety and comfort, only those receiving services should be seated in the styling area.

6. Service Satisfaction

- If you're not satisfied with a service, please contact us within 5 days of your appointment. We will do our best to address your concerns.
- No refunds will be issued for services already provided, but we may offer a correction where appropriate.

7. Allergies & Medical Conditions

- Please inform your stylist of any allergies, skin sensitivities, or medical conditions before your service.
- A patch test may be required for certain treatments, such as colour or chemical services.

8. Personal Belongings

- While we do our best to protect your belongings, Jo Sym-Choons's is not responsible for lost or damaged items.

9. Conduct

- We reserve the right to refuse service to anyone who displays abusive, inappropriate, or unsafe behaviour.

10. Liability

- All services are performed with professional care and attention. However, Jo Sym-Choons's is not liable for reactions or damage due to withheld medical information or failure to follow aftercare advice.

11. Privacy

- Client details are stored securely and used only for appointment management and communications.
- We use Mailchimp to send updates and promotions, and you may unsubscribe at any time.

12. Contact Details

Jo Sym-Choons's

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