



Cudmore & Cudmore | Salon Policy

Prospect Lane, Solihull, B91 1HJ, UK

At Cudmore & Cudmore, we are committed to providing exceptional hair and beauty services in a safe, welcoming environment. To ensure a smooth experience for all clients, please review our policies below. These terms are provided at booking via our website, confirmation email, or in-salon notices to ensure transparency. For further details, visit our FAQ page at <https://www.cudmoresalon.co.uk/faqs>

1. Cancellation Policy

- Cancellations within 24 hours of your appointment will incur a 50% charge of the scheduled service cost. First-time cancellations may be waived at management's discretion.
- No-shows may be charged the full service amount.
- To cancel or reschedule, please contact us at **0121 744 4557** or info@cudmoresalon.co.uk

2. Booking & Deposits

- Some services (e.g., lengthy treatments or bridal services) may require a deposit, which is non-refundable but transferable to another appointment if rescheduled with adequate notice.
- Book online, by phone, or in person at **Prospect Lane, Solihull, B91 1HJ**. We recommend early booking to secure your preferred slot. See our FAQ for more on booking: www.cudmoresalon.co.uk/Faqs.

3. Arrival & Lateness

- Please arrive 5-10 minutes early for consultations and preparation.
- If you're more than 15 minutes late, we may need to reschedule to respect other clients' appointments. We'll do our best to accommodate you where

possible.

4. Health & Safety

- Please inform us of any allergies, medical conditions, or product sensitivities before your treatment to ensure your safety.
- We maintain strict hygiene standards, with all tools and equipment sanitised between clients. Regular risk assessments and staff training are conducted to comply with health and safety regulations.
- Clients displaying symptoms of contagious conditions (e.g., colds or skin infections) may be asked to reschedule for everyone's wellbeing.
- We adhere to all relevant laws, including the Control of Substances Hazardous to Health Regulations, to safely handle products like hair dyes and chemicals.

5. Children & Guests

- To maintain a relaxing atmosphere, we kindly ask that children or guests accompany you only if receiving a service or during off-peak hours with prior notice (except for accessibility needs—please inform us in advance to ensure compliance with the Equality Act 2010).
- More details on salon etiquette are available in our FAQ: www.cudmoresalon.co.uk/Faqs.

6. Payments & Refunds

- We accept [cash](#), [card](#), and [contactless](#) payments.
- Services are performed with reasonable care and skill. Refunds are not offered unless a service is deemed faulty under the Consumer Rights Act 2015, at management's discretion.
- Unopened, unused products may be returned within 7 days with a receipt for in-salon purchases. Online purchases follow a 14-day statutory return period. Your statutory rights are not affected.

7. Respectful Environment

- We foster an inclusive, respectful space for all. Abusive or inappropriate behaviour towards staff or clients may result in refusal of service, in line with our commitment to a safe workplace.
- Please silence mobile phones during treatments to maintain a relaxing atmosphere.
- We comply with the Equality Act 2010, ensuring accessibility and non-discrimination for all clients.

8. Patch Tests

- Treatments such as hair colouring or lash tinting require a patch test at least 48 hours prior to ensure your safety. Please contact us at **0121 744 4557** to arrange. Check our FAQ for specifics: www.cudmoresalon.co.uk/Faqs.

9. Data Protection

- We collect client information (e.g., name, contact details) solely for booking and service purposes. We are registered with the Information Commissioner's Office (ICO) and comply with the Data Protection Act 2018 and GDPR. You may request details of your stored data or opt out of marketing communications by emailing info@cudmoresalon.co.uk

10. Music Licensing

- Any music played in the salon is covered by a valid PPL PRS TheMusicLicence or is royalty-free to comply with copyright laws.

Contact Us

For questions, bookings, or to amend your appointment, please reach out:

- Phone: **0121 744 4557**
- Email: info@cudmoresalon.co.uk
- Address: **Prospect Lane, Solihull, B91 1HJ, UK**
- FAQ: <https://www.cudmoresalon.co.uk/faqs>

Thank you for choosing Cudmore & Cudmore. We look forward to welcoming you!
