



PROFESSIONAL COLOUR STANDARDS POLICY

At Total Look, Monmouth, we are committed to providing exceptional hair colour services with a focus on safety, professionalism, and client satisfaction. In line with industry standards and our own commitment to care, we require all colour clients to review and adhere to the following policy:

1. Consultation Requirement

All new clients, or those requesting a significant colour change, are required to attend a complimentary consultation prior to their appointment.

This allows us to assess your hair's condition, review your colour history, and tailor a service plan that ensures the best possible outcome.

2. Allergy Testing (Patch Test)

For your safety and in accordance with industry regulations, a skin sensitivity test must be completed at least 48 hours before your colour service.

We offer two testing options:

- *In-salon patch test*: A traditional method applied by our team.
- *Colourstart Passport*: A convenient, licensed self-application skin test that can be used at home. This is ideal for regular colour clients and those preferring a more flexible testing option.

Clients who have not completed a valid skin test prior to their appointment will need to reschedule.

3. Strand Testing

Strand testing may be recommended to assess how your hair will respond to colour, particularly if there is a history of home colour, chemical treatments, or if corrective colour is required.

This allows us to proceed with confidence, ensuring the health of your hair is never compromised.

4. Hair History Disclosure

Please inform us of any previous home or salon colouring, chemical straightening, keratin treatments, or other relevant services. Full transparency ensures accurate service planning and protects the integrity of your hair.

Undisclosed treatments may lead to unforeseen results and could void our service guarantee.

5. Realistic Expectations

While we strive to achieve your desired results, certain colour goals—particularly involving lightening or correction—may require multiple appointments.

Reference photos are welcome and helpful, but outcomes will vary depending on individual hair condition and history.

6. Aftercare Guidance

To protect your colour and maintain hair health, we recommend using professional-grade products as advised by your stylist.

We cannot guarantee the longevity or performance of your colour if unsuitable or non-professional products are used at home.

7. Corrective Colour & Additional Charges

Corrective colour work may require more time and product. A detailed quote will be provided during your consultation.

No additional services will be carried out without prior agreement and approval from the client.

8. Service Satisfaction Policy

If you have concerns following your service, please contact us within 7 calendar days.

While we do not offer refunds for colour services, we are committed to your satisfaction and will arrange an appropriate follow-up consultation or adjustment if necessary.

By scheduling a colour appointment at [Your Salon Name], you acknowledge and agree to comply with our Colour Responsible Policy, including required allergy testing via in-salon patch test or Colourstart.

We thank you for your cooperation and trust. Our team are dedicated to providing safe, effective, and beautiful results every time.