

Your visit. Our policies.

Clear information, fair terms and care you can trust.

A chair for your safe space.

Audmoor House · 93 High Street · March · PE15 9LH
01354 700630 · ivyreignsalon@gmail.com

Client information and booking terms. Read alongside your appointment confirmation and treatment-specific advice.

Status: prepared for adoption. Owner to confirm the factual privacy, insurer and operational checks in the master handbook before issue. Cancellation and lateness choices have been selected by the owner.

Your guide to the policies

CLIENT POLICIES

Bookings, prices & payments	3
Cancellations, changes & no-shows	4
Late arrivals & appointment timing	5
Service quality, adjustments & refunds	6
Complaints & resolving concerns	7
Consultation, consent & allergy testing	8
Aftercare, maintenance & reactions	9
Inclusion, accessibility & client comfort	10
Children, young clients & safeguarding	11
Behaviour, belongings & service boundaries	12
Products, vouchers & offers	13
Online bookings & cooling-off rights	14
Privacy notice: who, what & why	15
Privacy notice: sharing & storage	16
Privacy rights, marketing & photographs	17

Policy ownership

Charlotte Graves, owner. Lauren Abbott supports administration and safeguarding as Deputy DSL. This handbook covers salon services in England; separate Academy/CIC programmes need their own documents. Review annually and after material changes. Fees and new booking terms apply prospectively only.

Bookings, prices & payments

Clear information before you commit to an appointment.

Who you are booking with

Ivy Reign Hair & Beauty operates at Audmoor House, 93 High Street, March, Cambridgeshire, PE15 9LH. Contact 01354 700630 or ivyreignsalon@gmail.com. Charlotte Graves is the owner. For an appointment with an independent self-employed practitioner, we will identify the service provider, payment recipient and applicable terms before you book. Please ask if you are unsure.

Your booking

We confirm the service, practitioner, appointment time, price or basis of calculation, and any deposit before accepting payment. Tell us about changes to the service you need so we can allow suitable time. Automated reminders are helpful but do not replace your booking confirmation.

Prices & changes

Consultations are complimentary. Prices may depend on hair length, product use, treatment complexity and practitioner level. We explain any revised price and obtain agreement before additional work. We do not add unagreed extras. Existing agreed bookings are not retrospectively repriced without your agreement.

Deposits & payments

A deposit may be requested for selected services or longer bookings. Its amount and conditions are explained before payment; no universal deposit percentage is imposed by this handbook. Deposits count towards the service price and any lawful cancellation charge, never as a second charge. We issue a receipt and explain payment options when booking.

Sharing these terms

Relevant booking terms must be provided before the booking is made and in a form you can keep. Updated terms apply to new bookings after notice; we do not impose new fees retrospectively. Nothing in these policies removes your statutory rights.

Cancellations, changes & no-shows

Please give at least 48 hours' notice if you need to cancel or move your appointment.

How to tell us

Call 01354 700630, use an enabled cancellation facility in your booking confirmation, or email ivyreignsalon@gmail.com. Social-media messages may not be seen promptly. Keep your confirmation or message record. We use the time your cancellation reaches our booking system, email or recorded telephone channel; we do not delay the notice time until someone reads it.

48 hours or more

There is no standard cancellation charge when at least 48 hours' notice is given. A deposit can be transferred with your agreement or refunded. Any separately contracted, genuinely bespoke goods must have their own clear lawful terms; they are not automatically non-refundable simply because they were ordered.

Less than 48 hours

A charge of up to 50% of the booked service price may apply. If you do not attend and give no notice, a charge of up to 100% may apply. These are maximums, not automatic penalties: the final amount must not exceed the loss directly caused by the cancellation, after reasonable efforts to refill the appointment and deductions for costs saved or replacement income.

Deposits & exceptional circumstances

Any deposit is credited against the total charge; we do not retain a deposit and then charge the same loss again. Any excess payment is refunded. We can explain the calculation. Please contact us about emergencies, illness or disability-related needs so we can consider a fair exception or adjustment.

If we cancel

If we cannot provide your service, you may choose a suitable alternative or a refund for the unprovided service, including its deposit. Credit is optional. Statutory cooling-off rights, where applicable, take priority over this 48-hour policy. Charges apply only where fair terms were communicated and agreed beforehand.

Late arrivals & appointment timing

If you are running late, call us as soon as it is safe to do so.

Our 15-minute threshold

Arriving 15 minutes or more after your appointment time may mean we cannot complete the booked service. We assess the remaining time, treatment safety and impact on other clients. This is not an automatic cancellation after 15 minutes: some services may need rearranging sooner if they cannot safely fit, and others may still be possible.

Shortening or rearranging

We will explain the options and any price before proceeding. We will not rush chemical processing, omit required consultation or testing, or compromise hygiene. If we agree a reduced service, we explain what can be provided and the charge for it.

When a charge may apply

If lateness makes it impossible to provide the service, any cancellation charge follows the fair-loss rules in the cancellation policy. It is not automatically the full appointment price. A deposit is credited once, and replacement bookings and costs saved are taken into account.

If the salon is running late

We will keep you informed and discuss alternatives where a delay is significant. If we cannot provide the agreed appointment and you do not accept an alternative, we refund payment for the unprovided service. Please tell us before booking if you have a firm departure time.

Finding us

The postcode can take you to Leonardo's takeaway. Our building is to the left, past the entrance to the Oliver Cromwell Hotel car park. Look for the old registry office, Audmoor House, and the big green front door facing High Street. Call 01354 700630 if you need directions.

Service quality, adjustments & refunds

We take concerns seriously and will assess them fairly.

Tell us about a concern

Please tell your practitioner during the appointment if something does not feel right, or contact Charlotte through the salon afterwards. Contacting us promptly helps assessment; we suggest within seven days where possible, but this is not a deadline that removes your legal rights. Do not wait if you have pain, a burn or a reaction.

Your consumer rights

Services must be carried out with reasonable care and skill and match relevant agreed information. Where the legal conditions are met, you may be entitled to repeat performance at no extra cost, within a reasonable time and without significant inconvenience. If that is impossible or not achieved as required, a price reduction, potentially a full refund, may be due. Other legal remedies remain available.

How we assess

We review the consultation, agreed result, treatment record, relevant photographs and aftercare. We may offer an assessment, but do not insist on further treatment if it would be unsafe. We do not require you to waive rights, delete a review or accept credit to receive a refund you are legally owed.

Changes of preference

A later preference for a different shade, style or shape does not itself establish a fault. We discuss any new service and its price. Equally, signing a consultation form or approving a mirror view does not excuse negligent work or prevent a valid complaint.

Refund method & timing

Where a service price-reduction refund is due, it is made without undue delay and within 14 days of agreement that you are entitled to it, using the original payment method unless you expressly agree otherwise, with no refund fee. We do not use a blanket “no refunds” rule. Problems involving an independent practitioner are referred promptly to the identified provider without misleading you about who supplied the service.

Complaints & resolving concerns

You can raise a concern without feeling embarrassed or unwelcome.

Contact us

Speak to the team, call 01354 700630, email ivyreignsalon@gmail.com or write to Charlotte Graves, Ivy Reign Hair & Beauty, Audmoor House, 93 High Street, March, PE15 9LH. Include your appointment date, practitioner, a description of the concern and the outcome you seek. Evidence is helpful but a special form is not required.

Our response

Our service standard is to acknowledge complaints within five working days and aim to provide a substantive response within 20 working days. If more time is needed, we explain why and give an update date. These are handling targets, not restrictions on legal rights or urgent action.

Review & outcome

Charlotte reviews the records and relevant accounts, listens to your concerns and explains the decision and proposed remedy in writing where possible. If the complaint concerns Charlotte, Lauren can receive it and arrange an impartial review where practical. We keep information restricted to those who need it.

If you remain unhappy

Ask for a review, explaining what remains unresolved. You may seek independent consumer advice or use available legal remedies. Where required, our final response will identify a suitable certified alternative dispute resolution provider and say whether we are obliged or willing to use it. We do not claim membership of a scheme we have not joined.

Privacy & immediate risk

Data-protection complaints are handled under the privacy notice and may also be referred to the ICO. Safety incidents are escalated immediately. We do not retaliate against clients for raising a genuine concern, or publish private appointment details in response to reviews.

Consultation, consent & allergy testing

Safe, informed choices come before any treatment.

Before treatment

We discuss the service, realistic results, likely upkeep, relevant risks and alternatives. Tell us about allergies, previous reactions, relevant medication, pregnancy, skin or scalp conditions, recent treatments and home colour history where these could affect safety. Share only information relevant to your appointment and update it when circumstances change.

Patch & suitability tests

Where required, allergy alert or patch testing is normally arranged at least 48 hours before treatment. The exact product instructions, test interval and insurer conditions govern; some treatments or changes need a different interval or repeat testing. A previous negative test does not guarantee there will be no reaction. We do not accept a waiver instead of a required test.

When treatment must change

A positive or uncertain result, contraindication, incompatible treatment history or unsafe hair/skin condition may mean postponing, adapting or declining the service. We explain the reason sensitively and discuss alternatives. Safety decisions are not a diagnosis and do not replace medical advice.

Your choice & privacy

Ask questions and take time to decide. You may ask us to stop treatment. We explain any payment consequence fairly, taking account of the service already provided and your legal rights. Consent to treatment is separate from consent to use health information and separate again from permission to publish photographs.

Professional boundaries

We work only within training, competence and insurance cover. A change in product, health history or treatment may require a new consultation. We will not promise an exact result that cannot reasonably be achieved safely.

Aftercare, maintenance & reactions

We help you understand how to look after your result.

Treatment-specific guidance

We provide advice suitable for your hair, skin, nails or treatment and the products used. Follow the instructions given, including any restrictions and recommended maintenance. Ask if you are unsure; generic online advice may not suit the treatment you received.

Hair colour & extensions

Results depend on starting condition and treatment history. Significant colour changes may need several appointments, each agreed separately. Extension suitability, fitting method, hair specification, price, removal and maintenance are discussed before purchase. Book maintenance at the interval agreed for your fitting; do not remove bonded, taped or weft fittings by pulling them out.

Nails, lashes, brows & body treatments

Do not pick, force off or reapply professional products yourself if this may cause damage. Ask about safe removal and maintenance. Report persistent redness, discomfort, swelling or other unexpected changes. We do not offer blanket guarantees of longevity, as wear and individual circumstances differ.

If a reaction happens

Stop using the suspected product and seek appropriate medical advice promptly. For breathing difficulty, severe swelling, collapse or another emergency, call 999. Contact us when safe so we can record what happened and provide product details to support assessment. Do not delay urgent care while waiting for a salon response.

Fair assessment

We assess concerns individually. Aftercare, other treatments and wear may be relevant evidence, but they do not automatically remove your consumer rights. We do not require another salon's work to remain untouched where urgent action is needed for safety.

Inclusion, accessibility & client comfort

A welcoming, non-judgemental space, with practical support where possible.

Respect & equal treatment

We welcome clients without unlawful discrimination or harassment. Treatment decisions are based on suitability, competence and safety, not stereotypes about age, disability, gender reassignment, race, religion or belief, sex, sexual orientation or other protected circumstances.

Reasonable adjustments

Tell us about communication, sensory, mobility or other access needs. We will discuss reasonable adjustments, such as clearer written explanations, a support person or appointment arrangements where feasible. We do not charge for reasonable adjustments required by law.

Our listed building

Audmoor House is a historic building. Please contact us about access before attending so we can explain the actual entrance, steps and treatment-room arrangements. We do not describe the premises as fully step-free without checking the route and facilities.

Assistance & support

Assistance dogs are welcomed in line with our equality duties. We discuss individual needs rather than requiring a particular registration certificate or imposing a blanket refusal. Support persons are welcome by arrangement where space, privacy and safety allow.

Dignity during treatment

We explain what a treatment involves and protect privacy, including appropriate draping and private conversations. You may ask for a pause or tell us you are uncomfortable. We discuss a support person or chaperone request; availability and practical arrangements must be agreed before treatment.

Children, young clients & safeguarding

Children and young people deserve a safe, respectful experience.

Supervision in the salon

Children accompanying an adult must be supervised by that adult and kept away from chemicals, hot tools, sharps and working stations. If a child cannot be safely supervised while their adult receives treatment, we will discuss a different arrangement. The salon is not a childcare service.

Young clients & treatment limits

Age suitability depends on the treatment, manufacturer instructions, law, training and insurer conditions. We check these before booking. We do not perform colour or other treatments prohibited by product age restrictions. A parent's request does not override a safety or insurance restriction.

Consent & wishes

For a minor's appointment, we confirm identity, any required parental responsibility and consent, and the young person's own understanding and willingness. A child's distress or refusal is taken seriously; we will not force treatment. Sensitive appointments are assessed privately and appropriately.

Raising a concern

Charlotte Graves is our Designated Safeguarding Lead; Lauren Abbott is Deputy DSL. Ask the salon for either person. In immediate danger call 999. We record factual concerns, share information only as necessary, and refer to appropriate safeguarding services when required. We cannot promise to keep information secret if someone may be at risk.

Academy & placements

Academy sessions, school placements and enrichment programmes need their own current safeguarding arrangements, parental information and risk assessments. This salon client handbook does not replace those documents. Images of young people require suitable separate permissions and consideration of the child's wishes.

Behaviour, belongings & service boundaries

Kindness and a safe working environment matter to clients and staff.

Expected behaviour

We ask everyone to treat others respectfully. Threats, harassment, discriminatory abuse, unwanted sexual comments or contact, violence and deliberate damage are unacceptable. Staff may pause treatment, seek support or require someone to leave where necessary for safety.

Refusing or ending service

We may decline or stop a treatment for a genuine safety concern, abusive behaviour, inability to give informed consent, or a request outside our competence or insurance. Decisions must be proportionate and non-discriminatory. We explain any payment position fairly; refusal is not an automatic right to retain every payment.

Alcohol & substances

We will not provide a treatment where impairment makes informed consent or safe treatment unreliable. Tell us about prescribed medicines where relevant to treatment safety. We do not make assumptions about a condition or disability.

Personal property

Keep valuables with you and follow any protective-clothing advice. Tell us promptly about loss or damage so we can investigate. We take reasonable care and do not exclude responsibility where the law makes us liable, including for our negligence.

Recording & privacy

Ask before recording staff or other clients. Do not film people receiving treatments without their permission. The team must protect private records and conversations, and respect requests not to appear in salon content.

Products, vouchers & offers

Clear purchase terms and fair remedies.

Retail products

Products must be of satisfactory quality, fit for purpose and as described. For faulty goods, legal remedies can include the short-term right to reject, normally within 30 days, or repair/replacement and later price reduction/refund as appropriate. Sale items have the same statutory protections. Bring reasonable proof of purchase; an original till receipt is not the only possible proof.

Changing your mind

For goods bought in the salon, we do not promise a discretionary change-of-mind return unless agreed at purchase. For qualifying distance sales, cancellation rights normally allow notice within 14 days of delivery and a further 14 days to return goods. Statutory refund and standard-delivery rules apply. We disclose any lawful return costs before purchase.

Hygiene & bespoke goods

A distance-sale exception applies only where its legal conditions are met, such as genuinely personalised goods or sealed goods unsuitable for return for health/hygiene reasons once unsealed. We do not label every product or hair order non-returnable. Faulty-goods rights remain protected.

Gift vouchers

The value, expiry if any, provider, redemption scope and any exclusions must be shown before sale and on the voucher or confirmation. We do not invent an expiry afterwards. Lost vouchers can be checked against proof of purchase and redemption records. Promotional vouchers and purchased monetary vouchers may have different terms, which must be clear.

Offers & packages

Eligibility, included treatments, expiry, practitioner and booking limits must be explained before purchase. We will not use a discount or voucher condition to remove statutory remedies. Any prepaid unused package value and cancellation charge are assessed fairly, not automatically forfeited.

Online bookings & cooling-off rights

For qualifying distance contracts, statutory cancellation rights take priority.

What this means

Where a booking forms a qualifying distance service contract, the usual statutory cancellation period is 14 days after the contract is made. Booking in the salon does not normally create this cooling-off right. An appointment having a fixed date does not by itself justify assuming every salon service is exempt.

Starting within 14 days

If you want treatment to begin during the cancellation period, we obtain your express request before starting. If you then cancel, a proportionate payment for work properly supplied may be due where the legal information and request requirements were met. After full performance, the right is lost only where the required express request and acknowledgement were obtained.

How to cancel

Tell us clearly by phone, email, post or an enabled booking function; you do not have to use a particular form. Keep a record. A cancellation within statutory rights is not converted into a 50% or 100% fee by our ordinary 48-hour policy.

Refunds

Where statutory distance-service cancellation requires a refund, we pay without undue delay and within the applicable 14-day deadline, less only a lawful proportionate payment for services supplied. No work done and no lawful deduction means the advance payment is refunded. Goods have separate return and refund rules.

Optional cancellation notice

To: Ivy Reign Hair & Beauty, Audmoor House, 93 High Street, March, PE15 9LH;
ivyreignsalon@gmail.com.

I give notice that I cancel my contract for: _____

Booking/order date: _____ Appointment/reference: _____

Name and address: _____

Date: _____ Signature (only if sent on paper): _____

Privacy notice: who, what & why

UK GDPR and Data Protection Act 2018, as amended. Privacy contact: Charlotte Graves.

Who is responsible

The salon's data controller is Charlotte Graves trading as Ivy Reign Hair & Beauty, Audmoor House, 93 High Street, March, PE15 9LH. Contact ivyreignsalon@gmail.com or 01354 700630. An independent practitioner may be a separate controller for their own client records; we explain the arrangement before sharing information.

Information we use

We collect identity and contact details, bookings, services, purchases and payment references; relevant consultation, allergy-test and aftercare records; communications and complaints; and consent preferences. Relevant health information may include allergies, medication, pregnancy or skin/scalp conditions affecting treatment. We do not ask for unrelated medical histories.

Ordinary personal information

Booking and providing a requested service uses the contract/pre-contract lawful basis. Accounting and other required records use legal obligation where applicable. Necessary business administration, proportionate security, complaint handling and legal claims may use legitimate interests, balanced against your rights. We use consent for optional marketing and publication of identifiable images.

Health & other sensitive information

Health information needs an additional special-category condition. Our proposed treatment-record process uses explicit consent alongside an appropriate Article 6 basis. Where necessary for establishing, exercising or defending legal claims, a separate legal-claims condition may apply. We explain the relevant processing before collecting it; treatment consent alone is not permission for every data use.

Choice & consequences

You may refuse optional marketing or photo use without affecting your appointment. You can withdraw consent for future use. If you do not provide safety information needed for a particular treatment, or withdraw permission to process it, we may be unable to provide that treatment safely. We explain alternatives. Lawful records needed for claims or legal duties may still be retained on the appropriate basis.

Privacy notice: sharing & storage

Access is limited to a legitimate need, not general access to your private information.

Who may receive information

Relevant team members and the practitioner providing your service; Phorest for booking/client management; payment providers; website and business communication providers; accountants, professional advisers and insurers where needed; and authorities where legally required or justified. Independent practitioners receive only information necessary for the agreed purpose. We do not sell client contact lists.

Service providers & transfers

We use appropriate contracts, access controls and checks for organisations processing information for us. Some technology services may involve access outside the UK. Where this happens, we must identify the destination and lawful transfer safeguard, such as adequacy regulations or appropriate contractual safeguards, and provide further information on request. We do not assume every provider stores all information only in the UK.

How long we keep it

Retention depends on purpose. Booking/contact records are reviewed when the relationship ends; treatment, test and consent records are kept for the period justified by insurer conditions and relevant legal-claim time limits; financial records for applicable tax requirements; complaints for resolution and any related claims. Children's records may need a different period because claim time limits can run differently.

Optional records

Marketing consent is reviewed for continuing relevance; an unsubscribe suppression record may be retained to avoid contacting you again. Promotional images are reviewed and removed when no longer needed or permission is withdrawn, subject to lawful practical limits explained to you. We can explain the period or criteria for your particular record.

Security & limits

We use proportionate physical and digital safeguards and restrict access to health records. No system can guarantee absolute security. Confidential information must not be posted publicly or kept on unapproved personal devices. Please contact us privately rather than posting sensitive health information on social media. This notice does not describe CCTV as installed; any CCTV requires its own notice and arrangements before use.

Privacy rights, marketing & photographs

You stay in control of optional communications and publicity.

Your information rights

Depending on the lawful basis and circumstances, you may request access, correction, deletion, restriction or portability, and object to processing. You can object to direct marketing at any time. Not every right applies to every record; for example, lawful tax or claims records may need to be retained. We explain decisions and any lawful limits.

Making a request or complaint

Contact Charlotte at ivyreignsalon@gmail.com or through the salon address. We verify identity proportionately and respond without undue delay, normally within one month, subject to lawful rules for clarification, extensions and exceptions. We do not normally charge. You can also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint or 0303 123 1113.

Emails & texts

We send necessary appointment/service messages using the appropriate service basis. Optional promotional email and SMS require valid consent unless all conditions of a lawful products/services soft opt-in are met, including an opt-out at collection and in every message. We keep channel-specific preferences and make opting out easy. Booking an appointment is not blanket permission to market.

Photos & video

We ask separately before taking and using identifiable images for publicity, explain the channels and intended use, and record your choices. You may agree to a hair-only image without agreeing to your face, name or a tag. Refusing is fine. Withdraw permission by contacting us; we stop new use and remove material we control where required. We cannot guarantee recall of third-party copies already shared.

Children & online privacy

Publicity involving a minor requires appropriate parental permission and respect for the child's wishes. We do not publish safeguarding-sensitive details. Website cookies and similar technologies need a current, site-specific notice and choices. We obtain consent where required; any legal exception is checked and documented, not assumed for all analytics or advertising.

Sources & review notes

Consumer services, fairness & distance contracts

Consumer Rights Act 2015

CMA: cancelling goods or services

Business Companion: contract remedies and losses

Government: returns and refunds

Government: Consumer Contracts guidance

Source check: 21 October 2026. Links support the drafting framework; they are not evidence that an inspection, insurance review, cookie audit or employment-status assessment has been completed. Manufacturer and insurer instructions must be checked against the actual treatments and products used.

Policy interpretation: statutory consumer rights prevail over conflicting booking terms. Consent must be specific to its purpose. Operational checks and staff training are required to put the policies into practice.

Sources & review notes

Privacy, consent & marketing

[ICO: privacy information](#)

[ICO: special-category data](#)

[ICO: subject access](#)

[ICO: personal-data breach response](#)

[ICO: electronic-mail marketing](#)

[ICO: storage and access technologies](#)

Source check: 21 October 2026. Links support the drafting framework; they are not evidence that an inspection, insurance review, cookie audit or employment-status assessment has been completed. Manufacturer and insurer instructions must be checked against the actual treatments and products used.

Policy interpretation: statutory consumer rights prevail over conflicting booking terms. Consent must be specific to its purpose. Operational checks and staff training are required to put the policies into practice.

Sources & review notes

Safety, equality & employment

HSE: hairdressing and COSHH

HSE: beauty and COSHH

HSE: young workers

Government: fire responsibilities

EHRC: assistance dogs

Acas: preventing sexual harassment

Acas: discipline and grievance

Source check: 21 October 2026. Links support the drafting framework; they are not evidence that an inspection, insurance review, cookie audit or employment-status assessment has been completed. Manufacturer and insurer instructions must be checked against the actual treatments and products used.

Policy interpretation: statutory consumer rights prevail over conflicting booking terms. Consent must be specific to its purpose. Operational checks and staff training are required to put the policies into practice.