

Salon Elite – Terms and conditions

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It is an obligation of all the customers of Salon Elite and all the persons interested in our services to carefully read these terms and conditions and to respect them.

By showing an interest in our services, having any treatment offered by us or using any service provided in our parlour or by making a reservation (in person, by phone, via e-mail etc.), the customer or the person interested concurrently accepts the current version of these terms and conditions.

In case that the customer does not agree with these terms and conditions, they have the possibility to give the gift voucher to another person or not to use our services.

I. Cancellation or booking of an appointment

If the customer would like to cancel or change the originally scheduled and booked time or date of the treatment, it is necessary that they inform us in writing, by phone or personally 48 hours before the originally scheduled beginning of the booked treatment at the latest.

A change or cancellation of the booking after this deadline is not possible.

Exceptions for cases when the customer informs that they would like to cancel or change the originally scheduled times or dates of the treatment within a period shorter than 48 hours before the beginning apply only provided that the originally scheduled appointment is successfully filled by another customer. However, this procedure may not be claimed.

The term “fill” means that another customer makes an appointment for the same time and date as the customer that cannot come for the treatment and they arrive for the booked time and date and pay the price or redeem their own voucher.

In case that another customer does not come for the agreed time and date, or they refuse to pay the price of the treatment or tell the number of the voucher, the voucher of the original (first) customer that also cannot come for the treatment will expire/be used.

The exception for the change or cancellation in a period shorter than 48 hours before the originally scheduled beginning of the treatment does not apply for the cases when an unexpected or unforeseeable situation occurs to a customer or their family member such as e.g. a traffic accident, illness, injury, delay in traffic, delay caused by adverse weather etc.

However, if the customer is unable to arrive for the scheduled time and date on serious grounds, a substitute of the customer can arrive for the treatment (i.e., for example, a

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member of their family, a relative, a colleague, a friend or any other person that the customer allows to use the booked appointment.)

If the customer does not arrive for the scheduled treatment or they carry out a change or a cancellation of the originally scheduled time and date of the scheduled treatment within the time shorter than 48 hours before the beginning of the booked treatment, it is not possible to require a change of the time or a financial compensation or a refund of the already paid price or advance payment for the failure to use it.

In case that it is not possible to notify our employees at the reception by phone or in person about the request for a change or cancellation of the scheduled appointment (e.g., outside the working hours), i.e. 48 hours before the beginning of the treatment, it is necessary that the customer informs us in writing, i.e. by sending an e-mail to the address **recepce@salonelite.cz - 4th floor** or **recepce2@salonelite.cz - 2nd floor** (text messages to a mobile phone are not permitted)

The message must include:

1. If it is a change of an originally scheduled appointment or its cancellation
2. In the case of a change, it is possible to include a proposed time and date of the next appointment
3. Name and surname of the customer (or the customers) incl. telephone contact
4. The time and date of the originally scheduled booking

Every written request for a change or cancellation of a scheduled time and date will be also confirmed by an employee of the reception in writing. In all the above-mentioned cases, no title to a financial compensation or a refund of the already paid price or advance payment originates.

II. Procedure before starting a treatment

Before starting the selected treatments, the customer receives a health questionnaire through which they inform us about their current health. The aim is to find out basic information about the health of the customer taking into account and eliminating possible health risks during the performance of offered services. The processing of all personal data is carried out fully in accordance with the Act on Personal data protection (no. 101/2000 Sb., on personal data protection).

Our parlour reserves the right not to allow entry to customers who

- refuse to fill out the health questionnaire or provide incomplete, incorrect or false information
- endanger or may endanger the operating conditions, health or safety of the employees or of other customers
- are under the influence of alcohol or narcotic drugs and psychotropic substances and pose or may pose a security risk to the employees or other customers

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In all the above-mentioned cases, a change of time or date of the appointment nor a financial compensation nor a refund of the already paid price or advance payment may be requested for a failure to use the booked treatment.

An exception may constitute only cases when the customer did not have an opportunity to familiarise themselves with these terms and conditions well in advance, i.e., for example, if they decided to undergo the treatment immediately without a prior payment and appointment booking.

III. Extension of the validity of vouchers, coupons, passes, etc.

The basic principle for the provision of advantageous discount offers to customers is a limited and precisely defined validity, which is the period of time during which it is necessary to use the voucher (to redeem it). This period of time is usually in the range of at least 3–6 months since the date of issue (purchase), but even longer.

In case that the customer cannot, due to any reasons – i.e. illness, injury, loss, overlooking the validity etc. – redeem the voucher within the term of validity stated on the voucher, it is not possible to claim an extension of the voucher's validity.

In such cases, there are two options, provided that the voucher is still valid, that is, the expiration date has not passed yet:

A) option to offer the voucher to another person to redeem (a family member, a colleague etc.)

B) option to extend the validity of the voucher by 30 days for an additional fee of 60% of the basic price of the treatment listed in the pricelist on the website www.salonelite.cz (the price must be paid in advance, that is before the extension of the validity of the voucher).

In case that the term of validity of the voucher has already passed (for whatever reason), it is not possible to retroactively claim its redemption.

IV. Redeeming a voucher before the end of its validity

The gift voucher has a limited validity and its redemption and use (i.e. the possibility to make a booking and also arrive for a preferred appointment) is limited by the deadline stated on the gift voucher.

It is the obligation of all customers to pay a close attention to the date of validity of the gift voucher, so that the customer or the person that wants to redeem the gift voucher could book well in advance before the date of validity, we recommend 14 days before the expiration at the latest. (Guarantee of a sufficient number of possible appointments following the preferences of the customer)

The utmost deadline to make an appointment (by phone, by e-mail, in person) to use a gift voucher is **10 days before its expiration**. After this date, its redemption or use cannot be guaranteed nor claimed taking into account the limited capacity of the parlour. The

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redemption and the use of the gift voucher after its term of validity may not be claimed even in the case that the appointments preferred by the customer are not available with the reference to a sufficiently long term of validity for which the voucher could have been used (2 months and more).

V. Advance payment for services

A refund of an already paid payment or advance payment for our services may be requested only in case that it was carried out via a bank transfer or by credit card outside of our place of business (e.g. a discount portal) and within 14 days since the crediting of the payment to our account.

Payments or advance payments paid for our services in person at our place of business will not be refunded.

Salon Elite reserves the right (from operational reasons) to handle all the requests connected with reimbursement of paid services or their advance payments exclusively via e-mails **recepce@salonelite.cz – 4th floor** and **recepce2@salonelite.cz – 2nd floor** within 48 hours since the submission of the request (excluding weekends and holidays). The request may be entered/communicated in person at the reception of the parlour, but its execution will be handled in the same manner, as it was sent – via e-mail.

A different process or handling of the request “while one waits” may not be claimed due to operational reasons.

Salon Elite reserves the right to strictly abide by the above-mentioned conditions and any change of the procedure against the included conditions depends solely on the decision of the manager of the parlour (obchod@salonelite.cz) and it may not be claimed or guaranteed in any way.

Salon Elite does not bear any liability for the customer not being able to or not using the treatments or a voucher etc., not even for a possible damage that arose in this connection or that could have arisen.

Salon Elite does not accept sending of text (SMS) messages as a method of communication with the clients.

The full version of these terms and conditions is available on our website www.salonelite.cz and also in print at the reception of our parlour.

These terms and conditions are also valid for discount offers advertised outside the website or the place of business of the parlour.

These terms and conditions are valid from the 1st of April 2017 (they replace the previous version valid from the 1st of December 2015).

Salon Elite
Vodičkova 38

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Prague 1, 110 00
www.salonelite.cz

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