

HARDIK MALDE'S HAIR CASTLE LLP

Company Policies & Terms

**By booking an appointment at the salon and/or entering the salon,
clients agree to comply with these policies and terms.**

1. General Policies

- All services are offered by appointment and subject to availability. Even for Hair Castle Members, appointments shall be subject to availability.
- We reserve the right to refuse service to any client at our discretion for reasons including, but not limited to, inappropriate behavior or health and safety concerns.
- Prices for services are subject to change without prior notice.

2. Appointments & Cancellations

- Clients are encouraged to arrive at least 10 minutes before their scheduled appointment.
- Cancellations or rescheduling must be made at least 24 hours in advance. Late cancellations (within 4 hours of the service) shall be considered as No-Show. Any deposit amount paid for the appointment will be forfeited.
- After 2 or more No-shows, client will be required to pre-pay for future appointments.

3. Payments & Refunds

- All services must be paid in full after the service. No credit.
- We accept cash, major debit/credit cards, and digital payment platforms (UPI, wallets).
- Refunds are not offered for completed services. In case of dissatisfaction, we offer corrections if informed within 7 days, but this will be totally at the salon's discretion.
- No refund shall be granted for pre-booking vouchers or any other payments made.
- No refund / exchange shall be granted for any products.
- Any two discounts cannot be clubbed together.
- Any two vouchers or discounts cannot be clubbed together.
- Lifetime Membership is valid only till the lifetime of salon. Unfortunately if the management decides to wind up the salon, the lifetime membership will cease to exist.

4. Health & Safety

- Clients must inform us of any allergies, scalp sensitivities, or medical conditions before receiving services.

- Children must be accompanied by an adult at all times. Any loss caused by a child needs to be compensated by the accompanying adult.

5. Liability & Disclaimer

- While our team takes utmost care in all services, the salon is not liable for adverse reactions including but not limited to sensitive scalp, undisclosed medical conditions or use of external products by the client.
- We are not responsible for damage to personal belongings during the salon visit.
- Clients agree that results may vary depending on individual hair type, history, and condition.

6. Governing Law & Dispute Resolution

- These terms are governed by the laws of India.
- Any disputes shall first be attempted to resolve amicably. If unresolved, they will be subject to the jurisdiction of Mumbai courts.
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