



AXIS HAIRDRESSING

NEW CLIENT INFORMATION

Thinking of becoming a client of Axis? Your introduction to the salon will most likely be different to other salons you may have tried, it may seem even a little difficult for some to make an appointment, however the introduction procedure is designed to make your transition to becoming an Axis client as smooth as possible, to ensure you will have the best possible outcome.

New clients of Axis that would like to make an appointment for colour may be required to arrange a pre-service consultation. We take this approach because there are so many factors to consider when booking a colour appointment, this comprehensive professional approach ensures that we get your colour right. During the pre-service consultation we will discuss your needs, only then can we provide a quotation for the cost. We will introduce you to the colourist that will be best suited to you; your first appointment is booked with the necessary amount of time to perform your colour. For clients unfamiliar with the area, it gives you the opportunity to check out the salon environment and familiarize yourself with Braddon. For those having a haircut only service, a consultation of 15min is included for all new clients at the beginning of a haircut only service.

On the day of your appointment the colourist will have prepared well in advance. Take comfort in knowing that the effort you have made during this introduction process ensures you have a relaxed and professional experience. Axis wants to be included in your lifestyle, making you look and feel great, all year, every year. The cost of this pre appointment consultation is waived if you decide to proceed with our recommendation and book your first appointment. If you need to go away to consider our recommendation we ask respectfully to pay a modest fee of \$25.00 for our time and advice.

New clients are asked to leave a non-refundable booking deposit for their first appointment, which is 50% of the service cost. If you change your mind and cancel the appointment with reasonable notice (24hrs min) this deposit remains valid for 12 months after which time you forfeit it. We introduced this procedure to protect the investment the stylist makes in allocating you time for your appointment; cancellations incur substantial costs to the stylist and the salon.