

The Frankie Honesty Policy

” We Tell You Everything! No Secrets! “

1. Honest Communication

We are going to tell you the honest truth about your hair. We will explain what we can do and the journey it takes to get to that “I LOVE IT” hair for you. In order to give you the best possible results, we require you to tell as much of your hair history as you remember! We love information. The more detail, the better

2. Consultation and Knowing what to book

If you are a NEW CLIENT please give us a call to check what to book in for if you are unsure. If you are looking to change your look, give us a call, we would hate to disappoint you with not enough time to complete your desired look. Please come to your hair appointment ALONE, Unfortunately we don't have any room in our salons for friends, family, children, babies, prams or fur-baby's.

3. Bleach

Yes, bleach. Many believe it is a taboo word, NOT HERE! We use it to get you that 'grammable colour you so desire. At Frankie we are all experienced professionals who understand how to use bleach properly. The truth is, as with any high corroding product, it can cause damage to the hair if left on for too long. During the initial consultation, your colourist will determine the ideal plan to give you the best results.

4. Botanical Repair & K18

We highly recommend the Botanical Repair or K18 treatment, especially if you are lightening your hair. Think of it as hair insurance! You'll Thank us later ...

5. Professional Hair Care

To maintain the results for as long as possible, and continue to repair the hair, it is crucial to continue the process at home. We advise trying a mask with your shampoo once a week to maintain your healthy hair.

6. Fade

All colours fade, while this can be hard to hear it is the reality. Though everyone has a different fade time this will depend on many different factors, like how many times you wash your hair, which products you use, do you swim etc?

In order to maintain your beautiful colour it may require ongoing visits to the salon.

7. Roots every 6 weeks – (Or our recommended time)

Six weeks will give us the perfect space to work in without the risk of further damage or causing 'bands' which are not ideal. This includes scalp bleach clients too!

8. 24 Hour Cancellation Policy & Late Arrivals

We require a minimum of 24 hours' notice for rescheduling or cancelling appointments, this allows us to notify clients on our wait list promptly. If you fail to provide 24 hours notice or do not contact us, a cancellation fee of 50% of the appointment value will be charged to the card on file or deducted from your paid deposit. While we will make every effort to fill your cancelled appointment slot, if we are unable to do so with short notice, this policy will be applied. This policy also applies to cancellations due to illness, including the flu and COVID-19. Unfortunately, this measure is necessary to ensure that our salon remains operational and available for you when you are well again, as missed appointments incur significant overhead costs.

Late Arrival Policy – Please aim to arrive 10 minutes early for your appointment. If you are more than 15 minutes late then we may have to reschedule your appointment for a later date and a 50% of appointment value late cancellation fee will apply.

Please make sure you check google maps for estimated travel time and allow a 15 minute time buffer in case traffic conditions change. It is extremely important that clients are punctual for their appointment to enable our team to perform at their best.

9. Sustainable Salon Fee

Frankie prides itself on being aligned with sustainable salons. Sustainable salons ensure we recycle and dispose of all chemical waste properly to care for the world we live in.

Sustainable salons charge \$3 per client which will be reflected on your invoice, for further information and to see where your money goes please visit – <https://sustainablesalons.org>

10. Booking Deposits

Due to high demand and limited availability, Frankie requires all booking to save a credit card on file or pay a deposit to secure your appointment. If you no-show or do not meet the 24 hour cancellation policy your deposit is forfeited or the card on file will be charged the 50% service fee

10. Frankie Service List

The Frankie service list provides a price guide to our services. The price of your service may vary if additional services / products are utilised during your appointment. Our stylists will always consult with you on pricing and products so you're fully aware of the price structure.

THANK YOU! We know this is a lot of information but it's important that you know what to expect from us and what we expect from you.

Lots of love The Frankie Family.