

Thank you for choosing The Hair Academy Australia for your salon service. Our student salon is operated as a live training environment where apprentices develop their skills under the direct supervision of qualified trainers. Services are offered at a discounted rate to reflect this training context.

We are committed to delivering a professional, high-quality experience to every client. This policy outlines your rights and our obligations in relation to refunds, service outcomes, and retail products.

1. UNDERSTANDING OUR STUDENT SALON

By booking a service with The Hair Academy Australia, clients acknowledge and agree that:

- Services are performed by apprentices who are supervised at all times by a qualified trainer
- Services are offered at a reduced rate in recognition of the training environment
- Additional time may be required compared to a commercial salon
- A qualified trainer may step in to assist or complete any part of the service

We take pride in the quality of our work and our trainers maintain a high standard across every service delivered in our academy.

2. SERVICE REDO POLICY

Your satisfaction matters to us. If you are not happy with the outcome of your service, please contact us within 24 hours of your appointment.

- We will assess your concern and, where reasonable, offer a complimentary redo of the service
- Redo requests must be raised within 24 hours of the original appointment
- The redo will be performed under the same supervised training conditions
- Redo services are offered at no additional charge where the issue relates to the service delivered

Please note: a redo is not available where the outcome is consistent with what was discussed and agreed during your client consultation.

3. REFUNDS FOR SALON SERVICES

The following table outlines our position on refunds for salon services:

Situation	Our response
Service not delivered as discussed and agreed at consultation	Complimentary redo offered. Refund considered if redo does not resolve the issue.
Client change of mind after service is completed	No refund. A redo is not available for change of mind.
Client dissatisfied with result consistent with consultation	No refund. We encourage all clients to communicate clearly during consultation.
Service not completed due to an error on our part	Full or partial refund at management discretion, or complimentary redo offered.
Allergic reaction or adverse outcome despite patch test being completed	Assessed case by case. Please contact management directly and promptly.
Appointment cancelled by The Hair Academy	Full refund of any deposit paid, or reschedule at client preference.

4. DEPOSITS, CANCELLATIONS AND RESCHEDULING

To secure your appointment at The Hair Academy, a deposit equal to 20% of your service fee is required at the time of booking.

Situation	Deposit outcome
Client attends appointment as booked	Deposit is applied toward the total service fee.
Client cancels or reschedules with more than 24 hours notice	Deposit is transferred to the rescheduled appointment or held as a credit.
Client cancels or reschedules with less than 24 hours notice	Deposit is forfeited. A new deposit is required to rebook.
Client does not attend and does not contact us (no-show)	Deposit is forfeited in full. A new deposit is required to rebook.
Appointment is cancelled by The Hair Academy	Full deposit refunded or applied to a rescheduled appointment at client preference.

We understand that circumstances change. If you need to cancel or reschedule, please contact us as early as possible so we can offer your appointment time to another client. Late cancellations and no-shows impact our students' training opportunities and our ability to serve other clients.

5. RETAIL PRODUCT REFUNDS

The following conditions apply to retail products purchased through The Hair Academy:

Situation	Our response
Product is faulty or damaged at time of purchase	Full refund or exchange. Please return within 7 days with proof of purchase.
Wrong product sold due to our error	Full refund or exchange with proof of purchase.
Client change of mind – product unopened	Exchange or store credit offered within 7 days. No cash refund.
Client change of mind – product opened or used	No refund or exchange available.
Adverse reaction to product	Please contact us immediately. Assessed case by case in line with Australian Consumer Law.

6. YOUR RIGHTS UNDER AUSTRALIAN CONSUMER LAW

Nothing in this policy limits or excludes your rights under the Australian Consumer Law (ACL). Under the ACL, you are entitled to a remedy if a product or service has a major failure, is not of acceptable quality, or does not match its description.




Where a major failure occurs, you may be entitled to:

- A refund, repair, or replacement for products
- A refund or redo for services that are not delivered with acceptable care and skill

For further information about your consumer rights, visit www.accc.gov.au.

8. HOW TO MAKE A REFUND OR REDO REQUEST

To raise a concern, request a redo, or discuss a refund (If you are unhappy with your service this will need to be discussed at the time of your service), please contact us as soon as possible:

-  The Hair Academy Australia – Robina, Gold Coast
-  Email: contact@thehairacademyaus.com.au
-  We aim to respond to all enquiries within one business day.

This policy was last reviewed May 2026. The Hair Academy Australia reserves the right to update this policy at any time. The current version will always be available at reception and on our website. This policy operates in conjunction with and does not override your rights under the Australian Consumer Law.