

SATURDAY NAILS & LASH ACADEMY

Client Terms & Conditions

Terms governing appointments and beauty services

Website: saturdaynailsandlashacademy.com

1. General

These Terms & Conditions ("Terms") apply to all appointments, services, purchases and transactions between Saturday Nails & Lash Academy ("Studio", "we", "us") and the client ("Client", "you").

By booking or receiving a service from the Studio, you agree to these Terms.

2. Appointments

Appointments are subject to availability.

The Studio reserves the right to confirm or decline an appointment, reschedule an appointment, modify the appointment time where reasonably necessary, or refuse a service where health, safety, hygiene or professional considerations require it.

An appointment is considered confirmed only after confirmation by the Studio or an authorised booking system.

3. Deposits and Payments

The Studio may require a deposit or full payment before confirming an appointment.

Any applicable deposit, cancellation or payment conditions will be communicated at the time of booking.

Prices are subject to change. The price applicable to a confirmed booking will generally be the price communicated or displayed at the time of booking, unless otherwise agreed or required by law.

4. Late Arrival

Clients are expected to arrive on time.

Late arrival may reduce the available treatment time. Where a late arrival makes it impossible to perform the service properly or safely, the Studio may shorten, modify or cancel the appointment. Any applicable cancellation or deposit policy may still apply.

5. Cancellation and No-Show

The Studio may establish reasonable cancellation and no-show policies for specific services. These conditions will be communicated before or at the time of booking.

The Studio reserves the right to charge a reasonable cancellation or no-show fee where permitted by applicable Thai law and where the applicable policy was clearly communicated to the Client.

6. Client Health and Safety

Clients must inform the Studio before treatment of relevant allergies, known sensitivities, previous adverse reactions, relevant skin, nail or eye conditions, and other circumstances that may reasonably affect service safety.

The Studio may decline or postpone a service where it reasonably believes that performing the service may create a health or safety risk.

7. Service Results

The Studio will perform services with reasonable professional care.

Results cannot be guaranteed to be identical to photographs, reference images or previous treatments.

Durability and appearance may depend on natural nails or lashes, skin or hair characteristics, aftercare, lifestyle, exposure to water or chemicals, physical activity and individual reactions.

8. Aftercare

The Client is responsible for following reasonable aftercare instructions provided by the Studio. Failure to follow aftercare instructions may affect durability, appearance or safety.

9. Complaints

If you believe there is a problem with a service, contact the Studio as soon as reasonably possible.

The Studio should be given a reasonable opportunity to inspect and, where appropriate, correct an issue before another provider alters the work.

Nothing in these Terms removes any mandatory rights available to consumers under Thai law.

10. Studio Right to Refuse Service

The Studio may refuse or discontinue a service where reasonably necessary because of safety or hygiene concerns, aggressive or abusive behaviour, harassment, intoxication, failure to comply with reasonable Studio rules, materially false or incomplete information, or conduct that materially interferes with Studio operations.

Any decision will be made reasonably and subject to applicable law.

11. Personal Belongings

Clients remain responsible for their personal belongings while visiting the Studio. The Studio is not responsible for loss or damage except to the extent liability cannot lawfully be excluded.

12. Photography and Social Media

The Studio may photograph completed nail or lash work for portfolio purposes in accordance with its Privacy Notice and applicable consent requirements.

Clients must not photograph, record or publish other clients, students or staff without appropriate permission.

13. Intellectual Property

The Studio's branding, logos, photographs, designs, written materials, website content and other proprietary materials remain the property of the Studio or respective rights holders.

They may not be copied, reproduced, sold or commercially exploited without permission.

14. Limitation of Liability

To the maximum extent permitted by Thai law, the Studio shall not be liable for indirect, incidental or consequential losses arising from a service, including loss of income or business opportunity, except where such liability cannot legally be excluded.

Nothing in these Terms excludes liability that cannot lawfully be excluded or limited under Thai law.

15. Changes to Services

The Studio may change services, prices, schedules, instructors, products or operating procedures where reasonably necessary.

Existing confirmed bookings will be handled in accordance with applicable booking terms and Thai law.

16. Governing Law

These Terms are governed by the laws of Thailand.

Any dispute shall be handled in accordance with applicable Thai law and the jurisdiction of the competent Thai courts.

Legal note: This document is drafted for website use and is intended to align with applicable Thai law, including the Personal Data Protection Act B.E. 2562 (2019) and consumer-protection requirements. It should be reviewed by a qualified Thai lawyer before final publication, particularly after the Studio's legal entity, address, booking/payment rules and business model are confirmed.

Effective date: 15 August 2026