

# Beauty Salon — Frequently Asked Questions

## General Information

**1. Q: What are your opening hours?**

A: We are open Monday to Friday from 9:00 AM to 8:00 PM and Saturday from 9:00 AM to 6:00 PM. We are closed on Sundays.

**2. Q: Where are you located?**

A: We are located at 221B Baker Street, London, UK.

**3. Q: Is parking available?**

A: Yes, free parking is available for all clients.

**4. Q: Do I need an appointment?**

A: Appointments are recommended to guarantee your preferred time and specialist. Walk-ins are accepted when availability allows.

**5. Q: Can I book online?**

A: Yes. You can book through our website or directly with our AI Assistant.

**6. Q: Can I reschedule my appointment?**

A: Yes. Please contact us as early as possible if you need to change your appointment.

**7. Q: Can I cancel my appointment?**

A: Yes. Please notify us in advance if you need to cancel your booking.

**8. Q: How early should I arrive?**

A: We recommend arriving about 10 minutes before your appointment.

**9. Q: What payment methods do you accept?**

A: We accept cash, Visa, Mastercard, Apple Pay, and Google Pay.

**10. Q: Do you offer gift cards?**

A: Yes. Gift cards are available for purchase and can be used for most salon services.

**11. Q: Do you have loyalty programs?**

A: Please ask our reception team about current loyalty programs and member benefits.

**12. Q: Do you offer seasonal promotions?**

A: Yes. Promotions vary throughout the year. Please contact us or visit our website for current offers.

## Hair Services

**13. Q: Which stylist should I choose?**

A: Our AI Assistant can recommend the most suitable stylist based on the service you'd like and your preferences.

**14. Q: How long does a haircut usually take?**

A: Most haircuts take between 30 and 60 minutes depending on the service.

**15. Q: Do you offer hair coloring?**

A: Yes. We offer professional hair coloring using high-quality products.

**16. Q: Do you offer balayage?**

A: Yes. Balayage is one of our most popular color services.

**17. Q: Do you provide keratin treatments?**

A: Yes. Professional keratin treatments are available by appointment.

**18. Q: Can I wash my hair before my appointment?**

A: For most services, clean hair is appreciated, although your stylist will advise you if different preparation is needed.

**19. Q: Can you fix hair color done at another salon?**

A: Our stylists can evaluate your hair and recommend suitable color correction options during a consultation.

**20. Q: How long does hair coloring take?**

A: Depending on the service, hair coloring usually takes between 2 and 4 hours.

**21. Q: Is a consultation required before balayage?**

A: In many cases, yes. A consultation helps your stylist recommend the best color and technique for your hair.

**22. Q: Do you work with all hair types?**

A: Yes. Our stylists work with a wide variety of hair types and textures.

## **Nails**

**23. Q: Do you offer manicure and pedicure?**

A: Yes. We offer both classic and gel manicure and pedicure services.

**24. Q: Do you provide gel polish?**

A: Yes. Gel polish is available in a wide selection of colors.

**25. Q: Do you offer nail extensions?**

A: Yes. Nail extension services are available by appointment.

**26. Q: How long does a manicure take?**

A: Most manicure appointments take between 45 and 90 minutes depending on the service.

**27. Q: Can damaged nails receive treatment?**

A: Our nail specialists can evaluate your nails and recommend appropriate salon services. If a medical condition is suspected, we recommend consulting a healthcare professional.

## **Skincare & Facial Treatments**

**28. Q: Do you offer facial treatments?**

A: Yes. We provide several facial treatments designed to cleanse, hydrate, and refresh your skin.

**29. Q: Do you offer HydraFacial?**

A: Yes. HydraFacial is available by appointment and is one of our most requested skincare treatments.

**30. Q: Which facial treatment is right for me?**

A: Our skincare specialist can recommend the most suitable facial after discussing your skin concerns and goals.

**31. Q: How long does a facial treatment take?**

A: Most facial treatments take between 45 and 90 minutes depending on the selected service.

**32. Q: Can I wear makeup after a facial?**

A: Your specialist will provide aftercare advice based on the facial you receive.

**33. Q: Can I have a facial before a special event?**

A: Yes. Many clients schedule facial treatments before weddings, parties, and other special occasions.

## **Eyebrows & Eyelashes**

**34. Q: Do you offer eyebrow shaping?**

A: Yes. Professional eyebrow shaping is available by appointment.

**35. Q: Do you offer brow lamination?**

A: Yes. Brow lamination is one of our available beauty services.

**36. Q: Do you offer eyelash extensions?**

A: Yes. We provide professional eyelash extension services.

**37. Q: Do you offer lash lift?**

A: Yes. Lash lift treatments are available with our lash specialist.

**38. Q: Which is better: lash lift or eyelash extensions?**

A: Both services create different results. Our specialist can explain the differences and help you choose the option that best suits your preferences.

**39. Q: How long do eyelash extensions take?**

A: Most eyelash extension appointments take between 1.5 and 2.5 hours.

**40. Q: Can I book eyebrow and eyelash services together?**

A: Yes. Multiple beauty services can often be scheduled during the same visit, subject to availability.

## **Makeup**

**41. Q: Do you offer professional makeup?**

A: Yes. Professional makeup services are available for weddings, parties, photoshoots, and other special events.

**42. Q: Can I book bridal makeup?**

A: Yes. Bridal makeup appointments are available and should be booked in advance.

**43. Q: Can I book a makeup trial before my wedding?**

A: Yes. Makeup trials are available to help you choose your preferred bridal look.

## **Massage**

**44. Q: Do you offer massage services?**

A: Yes. Relaxing massage treatments are available by appointment.

**45. Q: How long is a massage session?**

A: Massage sessions vary depending on the selected treatment.

## **Appointments**

**46. Q: Can I choose a specific specialist?**

A: Yes. You may request a specific specialist when booking your appointment.

**47. Q: What if my preferred specialist is unavailable?**

A: We can recommend another qualified specialist or help you choose another available appointment time.

**48. Q: Can I book several services on the same day?**

A: Yes. Whenever possible, we can schedule multiple services during a single visit.

**49. Q: Can someone else book an appointment for me?**

A: Yes. Another person may make a booking on your behalf if they provide the required information.

**50. Q: Can I arrive late?**

A: Please contact the salon if you're running late. Depending on the schedule, your appointment may need to be shortened or rescheduled.

**51. Q: What happens if I miss my appointment?**

A: Please contact us as soon as possible. Our team will help arrange a new appointment if needed.

**52. Q: Can I request a consultation before choosing a service?**

A: Yes. We offer consultations to help you choose the most suitable beauty service or specialist.

**53. Q: Can I request the same specialist every visit?**

A: Absolutely. We'll do our best to schedule future appointments with your preferred specialist whenever they're available.

## **Health & Safety**

**54. Q: Can I receive beauty treatments during pregnancy?**

A: Some beauty services may be suitable during pregnancy, while others may not be recommended. Please let us know in advance so our specialists can advise you appropriately.

**55. Q: I have sensitive skin. Can I still book a facial?**

A: Yes. Please inform your specialist before your appointment so the most suitable treatment can be selected.

**56. Q: What if I have allergies?**

A: Please tell us about any allergies before your appointment. Our specialists will consider this when providing services.

**57. Q: Can I receive treatment if I have a skin infection?**

A: If you have an active skin infection or another medical condition, we recommend consulting a healthcare professional before booking a beauty treatment.

**58. Q: Can children receive beauty services?**

A: Some services are available for children. Please contact us so we can recommend suitable options.

## **Pricing**

**59. Q: How much do your services cost?**

A: Prices vary depending on the selected service. Please ask about the specific service you're interested in.

**60. Q: Are consultations free?**

A: Consultation availability and pricing depend on the selected service. Please contact us for details.

**61. Q: Do you require a deposit?**

A: Some services may require a booking deposit. Our team will let you know during the booking process if one is required.

**62. Q: Can I receive a price estimate before booking?**

A: Yes. We'll be happy to provide pricing information for any available service.

## **Salon Policies**

**63. Q: Can I bring a friend with me?**

A: Yes, although seating availability may vary depending on the service area.

**64. Q: Do you offer private appointments?**

A: Please contact our team to discuss private appointment options.

**65. Q: Is Wi-Fi available?**

A: Yes. Complimentary Wi-Fi is available for our clients.

**66. Q: Is your salon accessible?**

A: Please contact us if you have specific accessibility requirements. We'll be happy to assist.

**67. Q: Do you sell professional beauty products?**

A: Yes. Selected professional beauty products are available for purchase.

**68. Q: Can I purchase gift vouchers?**

A: Yes. Gift vouchers are available for many of our beauty services.

## **Contact**

**69. Q: How can I contact the salon?**

A: You can contact us by phone, email, or through our website.

**70. Q: Can I speak directly with a specialist?**

A: Our reception team will help arrange communication whenever appropriate.

**71. Q: Can your AI Assistant book appointments?**

A: Yes. Our AI Assistant can help answer questions, recommend services, and register appointment requests 24/7.

**72. Q: What languages do your specialists speak?**

A: Language availability depends on the specialist. Please ask about a specific specialist if you need service in a particular language.

**73. Q: What if I don't know which beauty service I need?**

A: No problem. Simply describe what you'd like to achieve, and we'll recommend the most suitable service or specialist for you.