

Privacy and Cookie Policy

Introduction

This privacy and cookies policy ("Privacy Policy") details data used on www.remixsalon.co.uk (the "Websites"), the Remix Customer the salon diary and management tool application software. The data controller for your information is Credox Ltd. (registered address: Druzhba 11-A-23, 8806 Sliven, Bulgaria) ("Remix", "we", "our" or "us"). You can write to us at: Credox Ltd., Druzhba 11-A- 23, 8806 Sliven, Bulgaria or email us on: office@credox.bg

We are committed to protecting the privacy of our users and customers. This Privacy Policy is intended to inform you how we gather, define, and use information that could identify you, such as your name, email address, address, other contact details or online identifiers, other information that you provide to us when using the Platform ("Personal Information") and also what Cookies we use. Please take a moment to read this Privacy Policy carefully.

What information do we collect?

When you visit and/or use our platform/app/web or contact us, we may collect the following information:

Personal Information that you choose to share with us when you register for an account, subscribe to emails, newsletters and alerts and which you provide to us when using our services, including information entered into our booking and included in your comments, reviews or survey responses. In the course of making a booking or submitting reviews, you might voluntarily provide us with sensitive personal data if relevant to the service that you are requesting or reviewing (relating to your health or ethnicity, for example). Personal Information that you share with us as part of an application for a job at Remix. In the course of making an application you may choose to voluntarily provide us with sensitive personal data relating to whether reasonable adjustments ought to be made for you in the application process or subsequently if an employment relationship is established. However, you must not share any sensitive personal data with us that would not be necessary for us to make reasonable adjustments for you, e.g. political opinions, religious beliefs or specific information on your state of health.

Where you are utilising our (online) payment facility, we may store (via ourselves or our appointed payment processor) your credit and debit card details on a secure encrypted basis.

If you choose to communicate with us (for example: email, telephone, SMS, or social media) we will record the fact that you have contacted us and may retain the content of your communication, together with your contact details and our responses.

Information about your visits to and use of the platform/app/web, such as information and browser, IP address and location, your identifier for advertisers (IDFA), the date and time that you visited, the duration of your visit, the referral source and website navigation paths of your visit and your interactions on the (platform/web/app) including the salons and treatments you are interested in. Please note that we may associate this information with your Remix account (if applicable). Please see the cookies section of this Privacy Policy for further information on the purposes for which we collect and use this information.

It is important that all the Personal Information you give us when you register as a user on arrival at Remix or otherwise when you use the platform/app/web site is correct and accurate. This includes, by way of example only, ensuring that we have your correct contact (including email) details at all times.

If you plan to submit someone else's Personal Information to us, for instance when making a booking on their behalf, you should only provide us with that third party's details with their consent and after they have been given access to information about how we will use their details, including the purposes set out in this Privacy Policy.

Protecting your personal information

The transmission of information via the Internet is not completely secure. So, whilst we will do our best to protect your Personal Information, we cannot guarantee the security of your data transmitted to our platform/app/web. Any transmission is at your own risk. Once we have received your Personal Information, we will use strict procedures and security features in relation to that data.

How do we use your personal information?

In general terms, we use Personal Information to provide you with the services and products you request, process payment, provide customer services, deliver our content and ads which we think may be of interest to you, for customer research, to send you marketing and promotional emails, appointment reminders and to notify you about important changes to our Remix platform/app/web.

We also use your Personal Information for the following purposes:

To fulfil a contract, or take steps linked to a contract. This is relevant where you request a service via Remix. This includes:

Sending you information about your requested services (such as appointment reminders) by email, SMS and push notification

Facilitating your bookings and taking payments

Responding to your questions and concerns

Administering your account

As required by Remix to conduct our business and pursue our legitimate interests, in particular:

To keep our platform/app/web and systems secure and to prevent fraud, security incidents and other crime
To verify compliance with our terms and conditions and for the establishment, exercise or defence of legal claims

To notify you about new Remix services and special offers we think you will find valuable, for example via email and displaying advertising on third party websites.

To tailor and personalise marketing notifications and advertising for you based on information you provide and your use of our platform, products and services and other sites. To help us monitor, improve and protect our platform, products and services, and to personalise our platform, products and services based on information you provide (please see the Cookies section of this Privacy Policy for further information)

To help us monitor, improve and protect our Platform, products and services, and to personalise our Platform, products, services (and those of our partners) for you, based on information you provide and your use of our Platform, products and services and other sites.

To investigate and respond to any questions or complaints received from you or from others, about our platform or our products or services

To conduct internal research and analysis so that we can see how our products and services are being used and how our business is performing

To conduct market research and consumer surveys

To collate and publish reviews of products or services offered by our Remix, and use these for advertising campaigns

To process applications for a position at Remix which have been submitted via the Website, including contacting referees. Information, which you provide, will be held for a period of 12 months and may be referred to in the event you make future applications to work at Remix

Where you give us consent:

To notify you about new Remix services and special offers we think you will find valuable, for example via email and displaying advertising on third party websites such as Facebook (where consent is required)

To send you information about competitions and surveys and details of promotional offers of our Remix and about other selected third parties' goods or services, for example those of health, beauty, leisure and lifestyle brands, by email and as push notifications

To pass your personal information to our Partners and other selected third parties, for example health, beauty, leisure and lifestyle brands, to enable them to send you information about their goods and services on their own behalf

On other occasions where we ask you for consent, we will use the data for the purpose, which we explain at that time

For purposes which are required by law:

To respond to requests by government or law enforcement authorities conducting an investigation

To meet legal, regulatory and compliance requirements.

Withdrawing consent or otherwise objecting to direct marketing

Wherever we rely on your consent, you will always be able to withdraw that consent, although we may have other legal grounds for processing your data for other purposes, such as those set out above. In some cases, we are able to send you direct marketing without your consent, where we rely on our legitimate interests. You have an absolute right to opt-out of direct marketing at any time. You can do this by following the instructions in the communication where this is an electronic message, or by contacting us using the details set out below. If you would like to unsubscribe from receiving communications which Remix sends you, you can do so by clicking the "unsubscribe" button at the bottom of email communications which we send you or alternatively by contacting us at office@remixsalon.co.uk. In the case of email marketing please allow 72 business hours for your email address to be removed from our system.

If you would like to unsubscribe from receiving communications which are sent by Partners and other third parties, please contact the Partner or third party directly. In the case of our Partners, if you need our assistance with this, we will be happy to do what we can to help you.

Please note that where you have opted out of receiving our email marketing communications via the methods described above, you may still see our non-targeted adverts whilst you are online, if your interests' settings on Facebook are aligned to an audience segment (pre-defined by Facebook) which our business is also associated with. We do not control whether these ads are displayed to you.

Sharing personal information with third parties

We treat the security and method of processing your Personal Information very seriously, and we will never sell your Personal Information under any circumstances.

If you place an order or otherwise engage with Remix through a website or app powered on behalf of a third party, then your contact details and details of your order will be passed on to the relevant third party. If you give a third party such as Last Minute the relevant consents, they may also send you marketing communications.

To third party service providers that perform functions on our behalf in relation to the platform or otherwise in connection with the provision of Remix service. To our Partners with whom you book services whether via our website (or Apps), where we act as commercial booking agent, or directly with the Partner via our Partner platform, where we act solely as a technology provider. Your information is shared with Partners in order that: Bookings can be facilitated and, if necessary, contact made in advance of your appointment; If you have opted in to receiving marketing emails from Partners with which you book, these emails can be sent to you containing news and special offers; and they can improve the services they offer to their customers and business operations by providing statistical data regarding customers, both on an aggregated basis and on an individual level.

To third party brands with which we collaborate on products, services, competitions and campaigns
To third party salon software providers used by our Partners to ensure that those third-party software solutions and connect each display real-time availability to customers

To Media agencies and advertising partners in order to run targeted marketing campaigns (please see the Cookies section of this Privacy Policy for further information on online advertising practices)

To other third parties, for the purpose of facilitating our business and improving our products, content, services or advertising including, by way of example only, sending email communications or publishing reviews of our or our Partners' products and services

If we buy, sell or transfer any business or assets or if go into insolvency, bankruptcy or receivership. If this should happen, we may need to disclose your Personal Information to the seller or buyer of such business or assets, as appropriate

If we are under a duty to disclose or share your Personal Data to comply with any legal obligation or in order to enforce or apply our terms and conditions and other agreements or protect the rights, property, or safety of our customers, or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction

To government authorities, and to other third parties as required or permitted by law, including but not limited to in response to court orders. We also may disclose user information when we have reason to believe that someone is causing injury to or interference with our rights or property, other users of our platform/app/web, or anyone else that could be harmed by such activities.

Please note: by posting any Personal Information in any publicly accessible area of our (such as review sections), such information may be collected by third parties over which we have no control. We are not responsible for the use of such information by such third parties.

Please therefore exercise all due care and consideration before disclosing any Personal Information that will be disclosed on public areas. You should also avoid disclosing on public areas any Personal Information that may be used to identify you (such as your name, age, home or work address or name of your employer).

Payment Processor - We use a third-party payment processor, to process all payments made by you on our Website & App. Remix does not store credit card details and instead relies on Payment Processor for this. We obtain limited information.

Your rights in relation to your personal information

In relation to the personal information, we hold about you, you may be entitled to ask us:

For a copy of your personal information

To correct, erase or restrict the processing of your personal information

To obtain personal data which you provide to us for a contract or with your consent in a structured, machine readable format and to ask us to transfer this information to another organisation

To object to the processing of your personal data in some circumstances (in particular, where we don't have to process the data to meet a contractual or other legal requirement, or where we are using the data for direct marketing).

In the first instance you may be able to view or change the information you have provided us with by logging in to your online account (Go to my Account). Your rights in relation to your personal information are limited in some situations. For example, if fulfilling your request would reveal personal data about another person or if we have a legal requirement or a compelling legitimate ground, we may continue to process Personal Information which you have asked us to delete. You also may have the right to make a complaint if you feel your personal information has been mishandled. We encourage you to come to us in the first instance but, to the extent that this right applies to you, you are entitled to complain directly to the relevant supervisory authority.

If you wish to exercise any of the above rights, please contact us at office@remixsalon.co.uk Please note, however, that no financial information will be provided without verification.

What about other websites linked to our Remix platform?

We are not responsible for the practices employed by websites linked to or from our Remix platform/app/web nor the information or content contained therein. Often links to other websites are provided solely as pointers

to information on topics that may be useful to the users of our platform/app/web. Please remember that when you use a link to go from our platform/app/web to another website, our Privacy Policy is no longer in effect. You're browsing and interaction on any other website, including websites which have a link on our platform/app/web, is subject to that website's own rules and policies. Always read over those rules and policies before proceeding.

Social Media and User Generated Content

Some of our Platforms allow users to submit their own content. Please remember that any content submitted to one of our Remix platforms can be viewed by the public, and you should be cautious about providing certain personal information e.g. financial information or address details via these Platforms. We are not responsible for any actions taken by other individuals if you post personal information on one of our social media platforms, e.g. Facebook, Instagram and others. Please also refer to the respective privacy & cookie policies of the social media platforms you are using.

Changes to our Privacy Policy

If we change our privacy policies and procedures, we will post those changes on our Remix platforms to keep you aware of what information we collect, how we use it and under what circumstances we may disclose it.

Retention

We retain your Personal Information for as long as is required to fulfil the activities set out in this Privacy Policy, otherwise communicated to you or for as long as is permitted by applicable law.

Where you apply for a partner, position, customer or to be a member at Remix via the Website, information which you provide will be held for a period of 12 months and may be referred to should you make future applications to work or enquiring at Remix.

Our policy on Cookies

In common with other commercial websites and apps, our platform/app/web use standard technologies including cookies and similar tools including web server logs, web beacons, tokens, pixel tags, local storage, device identifiers and tracking IDs (together referred to as "Cookies" in this Privacy Policy) for the purposes set out below.

Note that third parties collect and use data from Cookies placed on the platform/app/web. This Privacy Policy may not describe the privacy practices of such third parties. We encourage you to read the privacy policies of these third parties and, if you prefer to not have data reported by these parties, follow their opt-out processes where these exist. Please review "What can I do to change my Cookies preferences?" section below for further information.

Strictly Necessary Cookies

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

Performance Cookies

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

Functionality Purposes

These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.

Targeting Cookies

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information, but are based on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

The third-party companies that we use for targeting and advertising purposes have their own privacy policies which you should read in detail.

Remix Terms and Policies

Please read these Terms and Policies carefully before you start to use our website or our apps and before booking any third-party goods or services through our Website or our Apps. We recommend that you print a copy of these for future reference.

By using our website or our apps, you confirm that you accept these Terms and Policies and that you agree to comply with them regardless of whether you choose to register with us. If you do not agree to these Terms and Policies, you must not use our website or our apps in any way.

Welcome to our website, <http://remixsalon.co.uk/> ("Website") or to the Remix Customer mobile application and the Remix Booking (salon diary and management tool) mobile application (the "Apps"). The Website and our Apps are provided by Remix ("Remix", "us", "we" or "our" for short). "You" and "your" means you as the user of our Website or our App.

The Website and our Apps have two main functions:

aggregating of information and providing a centralised booking point for selected third party goods and services providers who wish to offer their goods and services for sale via our Website and our Apps ("Partners"); and provision of general information relating to health and wellbeing.

We have set out the terms under which we are providing you with access to our Website and our Apps and any products or services we offer from our Website or our Apps. These include the terms and conditions that govern:

your rights to use and link to our Website and our Apps (these "Website & App Terms of Use"); how we will use and protect information about you (our "[Privacy & Cookies Policy](#)") and our booking terms and conditions in relation to the third party products or services we offer from the Website or our Customer mobile application (our "[Booking Terms and Conditions](#)"); and your obligations when uploading comments or other contributions and content to our Website or our Apps (our "[User General Policy](#)"), together or individually these may be referred to as our "Terms and Policies". Please note that the Terms and Policies do not govern the relationship as between Remix and our Partners. If you enter any prize competitions or other promotions on the Website or our Apps, separate terms and conditions may also apply in addition to our Terms and Policies. In the event of a conflict between any additional terms and conditions and our Terms and Policies, such additional terms shall prevail to the extent of the conflict.

We may change our Terms and Policies from time to time, in which case up to date versions of such Terms and Policies will be available via the Website and our Apps. You should check these Terms and Policies regularly to ensure that you are happy with any changes. You will be deemed to have accepted any changes to the Terms and Policies after you have been notified of the changes on our Website or our Apps and/or if you continue to access or use the Website or our Apps, where the updated Terms and Policies will be available for you to view.

Website & Terms of Use

We may change these Website & Terms of Use from time to time, in which case an up to date version will be available via the Website. You should check these Website & Terms of Use regularly to ensure that you are

happy with any changes. You will be deemed to have accepted any changes to these Website & Terms of Use after you have been notified of the changes on our Website and/ or if you continue to access or use the Website, where the updated Website & Terms of Use will be available for you to view. If you do not agree to these Website & App Terms of Use, you should not use the Website or our Apps. You should read all of the Website & App Terms of Use prior to using the Website or our Apps.

Accessing our Website and our Apps

Access to our Website and our Apps is permitted on a temporary basis. We reserve the right to withdraw or amend our Website or our Apps (and any products or services offered on them) without notice. We will not be liable if for any reason our Website, our Apps or any part of it or them is unavailable at any time or for any period.

We update our Website and our Apps from time to time and so may change the content at any time without notice to you. We reserve the right to withdraw, vary or suspend the Website or our Apps (or any part of them) at any time without notice.

Materials and information posted on our Website or our Apps are not intended as advice and should not be relied upon as such. We therefore disclaim all liability and responsibility arising from any reliance placed on such information to the fullest extent permissible by all applicable laws.

You are responsible for making all arrangements necessary to access and view this Website and our Apps and should ensure you have up to date anti-virus software on any device from which your access our Website or our App.

You are responsible for ensuring that all persons accessing our Website or our Apps through your internet connection are aware of these Website & App Terms of Use.

We specifically reserve the right to withdraw access to our Website and/or our App and/or cancel any order in the event that you fail any credit or fraud prevention check or where we reasonably suspect fraud or money laundering by you or someone using your account.

Password and Account Security

You are responsible for the safety and security of your password and log in details. To help protect against unauthorised access to your account you are advised to store your username(s) and password(s) safely and securely. Please ensure that your password is not one you have used before, that it is eight characters or more and, ideally, not one that you use on other sites. We recommend that you refrain from disclosing your username(s) and password(s) to anyone.

Users

If you are aged 16 years old or over, you may create an account and become a registered user of the Website and our Apps ("User").

Any personal information that you provide to us in the course of becoming a User or after registration will be held and used in accordance with any consent obtained from you and the terms of our Privacy and Cookies Policy.

We also have the right to disable any user identification code or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of any of our Terms and Policies. If you know or suspect that anyone other than you knows your username or password, you must promptly notify us [via this web form](#)

The Services you can buy or book via Remix Hair & Beauty are sold by our Partners and not by us. We are only responsible for arranging/representing and concluding your booking and we have been appointed by our Partners to act as their agent to do so.

Pay for Services from our Partners relevant in our capacity as their agent. In this event of your payment will discharge your debt to the Partner for the Services.

The contract for the Services is directly between you and the relevant Partner. We are not liable for the Services you receive from our Partners.

Please check all details and any restrictions relating to a Service thoroughly before booking.

Please ensure that any medical or other allergy/health information is disclosed to Partners before your appointment /treatment or stay.

If you want to reschedule or cancel a Booking (and provided that rescheduling or cancellation (as applicable) is not prohibited by these [Booking Terms and Conditions](#)) this must be requested and completed by either:

Following the link in your Order Confirmation email; or emailing our team care at office@remixsalon.co.uk or calling our Team on 020 7604 4851 You may cancel a Remix Gift Card or Partner Voucher within 14 days of receiving your Order Confirmation - and we can offer you a full refund, unless you have already used it to book an appointment or stay or have redeemed it against another purchase.

You may cancel a Booking within 24 hours of receiving your Order Confirmation provided the appointment is not due to take place in the next 24 hours, as selected by the Partner. If, however the appointment is due to take place within the next 24 hours, as selected by the Partner, you will not be entitled to a refund or a credit note.

If you wish to cancel more than 24 hours and provided the applicable appointment is not due to take place within the next 24 hours, as selected by the Partner, we can offer you a credit note for the applicable amount. If you have booked an Overnight this cannot be cancelled or rescheduled unless permitted by the Partner. If you want to talk to us, please get in touch with our team and we'd be happy to help: Email: office@remixsalon.co.uk Post: 184 Broadhurst Gardens, London NW6 3AY

Intellectual property

You may access, view and print out one copy of this Website and all information, images, and other content (except for UGC) displayed on the Website or via our Partners ("Materials") strictly in accordance with these Website Terms of Use. You may only view, print out, use, quote from and cite the Website and the Materials for your own personal, non-commercial use and on the condition that you give appropriate acknowledgement to Remix Hair & Beauty. Nothing in the above licence impairs or restricts any author's moral rights in respect of the Materials. We expressly reserve all intellectual property rights in and to the Website and the Materials and your use of the Website.

Trademarks

We expressly reserve all rights in and to the www.remixsalon.co.uk domain name and all related domains and sub-domains, the name "Remix Hair & Beauty", our logo device, service marks, trading names and/or trademarks. Other trademarks, products and company names mentioned on the Website or via our Apps may be trademarks of their respective owners or licensors and the rights in such marks are reserved to their respective owners or licensors.

Password and Account Security

You are responsible for the safety and security of your password and log in details. To help protect against unauthorised access to your account you are advised to store password(s) safely and securely. Please ensure that your password is not one you have used before, that it is eight characters or more and, ideally, not one that you use on other sites. We recommend that you refrain from disclosing your username(s) and password(s) to anyone. We also recommend that you sign out of your account at the end of each session. You may also wish to close your browser window when you have finished your session, especially if you share a computer with someone else or if you are using a computer in a public place.

Third party content and third party websites

Our website and our service may contain advertising submitted by third parties. Such third parties are solely responsible for the content of such advertising and for ensuring that it complies with all relevant legislation and regulations. We do not accept any responsibility for the content of any third party.

Our Website, our Partners and/or the Materials may contain links to third party websites (including those of our Partners). If you decide to visit any third party site, you do so at your own risk. We are not responsible or

liable directly or indirectly for the content, accuracy or opinions expressed in such websites or the standard of goods or services available through or on such websites. Unless expressly stated otherwise, links do not imply that we are, or our Website or our service are, affiliated to or associated with such sites.

Our communications with you may contain information sourced from third party websites. Material from a third party site will be marked/service as such and a link to the source website may be provided. We accept no responsibility or liability for any material/service supplied by or contained on any third party website/services which is linked from our communications with you, or any use of personal data by such a third party.

The inclusion of any link in our communications with you does not imply endorsement by us of the linked site. If you decide to access linked third party websites, you do so at your own risk.

Services

Our Partners are under a legal duty to provide Services that are in conformity with the relevant Partner Contract.

All Services shown on the Website/App are subject to availability and the images and/or descriptions of the Services on the Website/App are for illustrative purposes only and actual Services may vary from those images and/or descriptions. We require our web/partners/app to ensure that all information provided by them for display on their page of the Website or via our App (if applicable) is accurate, complete and not misleading in any way but we cannot verify the information which they provide to us. It will be each Partner's responsibility to ensure that all of its Services listed on the Website/App are available and accurately described.

If you are a consumer, you have legal rights in relation to services that are not performed with reasonable care and skill or are otherwise not as described. Advice about your legal rights is

available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in these Booking Terms and Conditions will affect these legal rights.

It is your (or the person receiving the Services) sole responsibility to communicate in advance any medical or health-related conditions and/or special needs to the Partner that might affect or be affected by any Services (for example without limitation, allergy information and health issues). Subject to clause Liability if you (or the relevant recipient of the Services) fail to disclose any such information to the applicable Partner, neither Remix nor the relevant Partner shall be liable to you (or the recipient of the Services) for any injury, loss or damages resulting from the Services that could reasonably have been avoided if you (or the recipient of the Services) had disclosed that information prior to receiving the Services.

Resolving Issues

We care about your experience and want to ensure we maintain the highest standards possible and so if you would like to make a complaint about one of our Partners or their Services, please contact the relevant Partner at the address displayed on the Notice at the Salon at which documents may be served as required by Section 4 of the Business Names Act 1985.

IMPORTANT NOTE: PLEASE DO BEAR IN MIND THAT WHILE WE TAKE ALL COMPLAINTS ABOUT OUR PARTNERS VERY SERIOUSLY AND WILL ALWAYS DO WHAT WE CAN TO HELP TO RESOLVE THEM, WE ARE NOT RESPONSIBLE TO YOU FOR THE SERVICE (S) WHICH THE PARTNERS PROVIDE AND ARE UNDER NO OBLIGATION TO PROVIDE YOU WITH A REFUND OR CREDIT NOTE IN THE EVENT YOU ARE DISSATISFIED WITH SERVICES WHICH YOU HAVE RECEIVED FROM OUR PARTNERS.

Price and payment

Prices and any applicable delivery and/or processing charges will be as quoted on the Website but may be subject to change by Partners at any time (in which case the Website will be updated accordingly, but changes will not affect Orders in respect of which you have already been sent an Order Confirmation prior to the date the change is published on the Website).

The Partner has full responsibility for VAT on the total value of the Order, where applicable. Remix does not charge you VAT on Orders as the Services are provided by the Partner, not by Remix. You will need to contact the Partner direct to obtain a VAT invoice, where applicable.

The Website contains details of a number of Services and it is possible that, despite best efforts, some of the pricing and other information shown for certain Services is incorrect.

Choose to pay via a third party payment processor, you will be redirected to their site to make payment and will be subject to their terms and conditions, privacy policy and other terms of use. Please check those carefully. You will be responsible for protecting the confidentiality on the Payment Facility. Any currency conversion costs or other charges incurred by you in making a payment will be borne by you in addition to the price due to us.

Payments made and Payment Facility are/is processed by third party payment services providers. Remix takes reasonable care to ensure that the Payment Facility is available and functioning at all times, but cannot guarantee continuous, uninterrupted or secure access to such Payment Facility, nor can we guarantee that the facility is virus or error free. We use third party payment service providers to process payments and because there are many factors beyond our control (such as delays in the banking system or in card networks), we cannot predict or guarantee the amount of time needed to complete the processing of your payment. Access to the Payment Facility may be occasionally restricted to allow for repairs, maintenance or the introduction of new facilities or services. We will attempt to provide reasonable notice of any scheduled interruptions to such Payment Facility and will do what we can to restore the facility as soon as reasonably possible.

If you pay for Services via the Payment Facility, Remix will collect the payment in its capacity as the agent of the relevant Partner. Once Remix has successfully received your payment for the Services, this will discharge your debt to the Partner on whose behalf Remix has collected the payment.

Liability

Where Partner has been negligent and/or breached a contractual obligation to you, the relevant Partner will be liable for any loss or damage you suffer as a result, provided that loss and/or damage is foreseeable. Loss or damage is foreseeable if it is an obvious consequence of Partners negligence or breach of contract, or would have been considered by you and Partner to be a likely consequence of it at the time we entered into the Agreement with the relevant Partner.

We do not accept any liability for the following types of loss, whether caused by breach of the agreement with the relevant Partner, tort (including negligence) or otherwise, even if the loss is foreseeable: loss of income or revenue; loss of business; loss of profits; loss of anticipated savings; or waste of management or office time. Partners do not exclude or limit their liability for death or personal injury arising from our negligence, for fraud or fraudulent misrepresentation, or for any other liability, which cannot be excluded or limited under English law.

We let all our customers have to read and understand - agreed/accept the post treatment recommendations advised by operator/ PARTNERS above in order to ensure the best possible results. For Hair/Nails/Beauty Treatments, I understand that heat/cold/rain/skin test and any more beauty requirements should be avoided for 48 hours or more. That I agree to co-operate with the recommendations of the company or the personnel while I am under their care, realising the any lack of co-operation could result in less than optimum results.

I agree to inform the above operator/company immediately if any adverse effects occur. I agree (if required) to photographic documentation of the treated area prior to treatment.

I certify that I have read the entire informed consent and I agree to all its provisions. I certify that I have had the opportunity to ask questions and these questions have answered to my satisfaction. I fully understand the treatment conditions and procedure.

I agree to pay for the above-mentioned services and understand that there will be no refunds for any performed services. This consent form and cost covers selected treatments only or I have the right to cancel the purchase of the Voucher/Gift card within 14 calendar days from the day you receive/buy confirmation of

your purchase. If you redeem your Voucher/Gift during this 14-calendar day period, you will lose rights to cancel the purchase. Additional treatment can be added to this consent from any will be charged for as per clinic/company price list, including single shot treatments. Submit a complaint: read a Resolving Issues. It will take up to 30 days to receive a respond to it. All complaints are done via the website/later form. Any urgent complaints regarding nails, haircut, colour or highlights are accepted solely on the day of your appointment other treatment the complaints could be made 5-7days after your appointment.

I confirm that I have obtained specific, informed, freely given and active consent to receive from operator/company at Remix Salon and have a record of this consent.

Learn more about Privacy, Cookies Policy and GDPR requirements.

I have been made aware of the risk and I accept these terms and conditions as part of my treatment. We accept no liability for any of the above side effect. By accepting this, I agree to the Booking Terms and Conditions and in the event of any of the above. I or any of my representative will not pursue the above person/company in any means of compensation.

Serviced countries

This Website is provided for users in the United Kingdom only. Whilst access may be possible from outside the United Kingdom, neither this Website is intended for such use nor such users access the Website at their own risk.

Disclaimer

The information contained on the Treatment Files is for general information purposes only. The information is provided by www.remixsalon.co.uk or Remix Salon and whilst we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services or images contained on www.remixsalon.co.uk or Remix Salon. Your use of any or all information, products and/or services must be based on your own due diligence and you should consult an appropriate professional for specific advice tailored to your needs and situation. Any reliance you place on such information is strictly at your own risk. You must not rely on the information on the Treatment Files as an alternative to medical advice from your doctor or other professional healthcare provider. To the extent that you require medical advice, you should consult your doctor or other professional healthcare provider.

Through this website you are able to link to other websites which are not under the control of www.remixsalon.co.uk We have no control over the nature, content and availability of those sites and will not be responsible for them. The inclusion of links does not necessarily imply a recommendation or endorse the views expressed within them. In no event shall we be liable for direct, indirect, punitive, incidental, special, consequential or any damages whatsoever arising out of or in any way connected with the use of or performance of information, products, services or reliance on the contents of Remix Salon - www.remixsalon.co.uk.

Contact us

If you have any concerns or queries about material, which appears on our Website, or if you have questions about your use of this Website, our Terms of Use please email us at office@remixsalon.co.uk our postal address for correspondence is Remix Hair & Beauty, 184 Broadhurst gardens, London, West Hampstead, NW6 3AY.

Booking Terms and Conditions

This is a summary of our key Booking Terms and Conditions. It should not be a substitute for reading the full version below.

The Services you can buy or book via Remix are sold by our Partners and not by us. We are only responsible for arranging and concluding your booking and we have been appointed by our Partners to act as their commercial agent to do so.

If you pay for Services from our Partners through our Website, App or Widget, we may collect and receive your payment on behalf of the relevant Partner in our capacity as their commercial agent. In this event, our successful receipt of your payment will discharge your debt to the Partner for the Services.

The contract for the Services is directly between you and the relevant Partner. We are not liable for the Services you receive from our Partners. However, please do let us know if you encounter a problem or if the Service you receive at a venue falls short of your expectations and we'll do our best to help.

Please check all details and any restrictions relating to a Service thoroughly before booking.

Please ensure that any medical or other allergy/health information is disclosed to Partners before your appointment or stay. Remix reserves the right to deactivate a Customer's Remix account in the event of a breach of these Booking Terms and Conditions and/or where the Customer acts in a way that is inappropriate, abusive or otherwise unacceptable towards our Customer Experience team or employees of a Partner, either in communications via phone or email, or in person at the Partner's venue.

If you want to reschedule or cancel a Dated Booking (excluding Spa/Package Bookings) (and provided that rescheduling or cancellation (as applicable) is not prohibited by these Booking Terms and Conditions) this can be requested and completed by either:

using your Remix account via the Website or the App (if available); following the link in your Order Confirmation email; directly with the Partner; or contacting our customer team [via this web form or email](#). If you want to cancel an order for an eVoucher (and provided that cancellation is not prohibited by these Booking Terms and Conditions) you must contact our Customer Experience team [via this web form or email](#).

If permitted by these Booking Terms and Conditions, cancellations of Remix Gift Cards must be made by contacting our Customer Experience team [via this web form or email](#).

Rules regarding cancellation vary depending on whether you have purchased a Dated Booking, a Spa/Package Booking, an eVoucher or a Remix Gift Card.

You may cancel a Remix Gift Card or eVoucher within 14 days of receiving your Order Confirmation - and we can offer you a full refund, unless you have already used it to book an appointment or stay or have redeemed it against another purchase.

If you wish to cancel an eVoucher more than 14 days after receiving your Order Confirmation (but prior to its expiry), we can offer you a credit note for the amount paid, unless you have already booked an appointment or stay or have redeemed it against another purchase.

You may cancel a Dated Booking (except for Spa/Package Bookings) provided the appointment is not due to take place in the next 24, 48 or 72 hours, as selected by the Partner. In such cases we can offer you a full refund. If however the appointment is due to take place within the next 24, 48 or 72 hours, as selected by the Partner, you will not be entitled to a refund.

If you have booked a Spa/Package Booking, this cannot be cancelled or rescheduled unless permitted by the Partner. It is therefore very important that you read the cancellation terms made available on the Website and App throughout the booking process carefully before booking any Spa/Package Bookings through our Website or our App.

If you want to talk to us, please get in touch with our team and we'd be happy to help: Contact: [web form or email](#). Post: Remix Hair & Beauty, 184 Broadhurst Gardens, London, West Hampstead, NW6 3AY

Full Versions - [Booking Terms and Conditions](#)