

Kids Stop – Refund & Complaints Policy

Our Commitment

At Kids Stop, our priority is to make every child's haircut a positive and happy experience. We aim to deliver services with care and professionalism. If something isn't right, we want to know so we can put it right.

Refunds

- We do not issue refunds for completed services.
- If you are not satisfied with your haircut, we will happily offer a complimentary follow-up appointment within 7 days to review and adjust it.
- Refunds are only considered in exceptional cases where a service fault cannot be corrected.

Complaints

- If you are unhappy, please raise your concern during your appointment so our stylist or manager can resolve it immediately.
- If you prefer to contact us afterwards, complaints must be made within 7 days of the appointment.
- Complaints can be made in person, by phone, or by email to info@kidsstophair.co.uk.
- All complaints will be acknowledged within 5 working days and handled promptly.

Resolution Options

Depending on the situation, we may offer:

- A complimentary adjustment or follow-up appointment.
- A goodwill voucher.
- Advice and guidance to improve at-home haircare (e.g., styling tips).

Refunds will not be issued where:

- The service was carried out as requested.
- The complaint relates to factors outside our control (e.g., parking, seating comfort, children's behaviour).
- The issue could have been corrected during the appointment but was not raised at the time.

Children's & Parent Haircuts

- Kids Stop is a children's salon.
- The option of a parent haircut is offered only as a convenience during your child's visit.
- Facilities are designed for children and may differ from a traditional adult salon experience.

Final Word

Our goal is always to ensure children and families leave our salon with smiles. We take all feedback seriously and will always act fairly and reasonably to resolve any concerns.