



# Terms & Conditions

## 1. Overview

Welcome to **The Suite Life Café** (“Company,” “we,” “our,” or “us”). By accessing this website, booking services, subscribing to communications, or purchasing any services or digital offerings, you agree to be bound by these Terms & Conditions. If you do not agree, please discontinue use of the site and services.

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## 2. Services Provided

The Suite Life Café offers beauty, wellness, consultation, educational, and service-based experiences, including but not limited to:

- Beauty and wellness consultations
- Hair and grooming services
- Customer service education and training
- Digital content, courses, and resources

All services are provided with professionalism, care, and industry best practices. Results may vary based on individual needs, hair condition, lifestyle, and personal commitment to aftercare recommendations.

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### 3. Appointments & Service Expectations

- Appointments are scheduled through our approved booking platform.
  - Clients are responsible for providing accurate information during consultations.
  - We reserve the right to refuse service to anyone for safety, ethical, or professional reasons.
  - Late arrivals may result in shortened services or rescheduling at the provider's discretion.
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### 4. Corrections Policy (Service Adjustments)

Your satisfaction matters. If a service adjustment is needed:

- Requests for corrections must be made within **seven (7) days** of the original service date.
  - Corrections apply only to the original service performed and do not include new or additional services.
  - Corrections are provided at the discretion of the stylist or service provider after assessment.
  - Failure to follow aftercare instructions may void eligibility for corrections.
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### 5. Refund Policy

- **All services are non-refundable once rendered.**
  - Refunds, if any, are issued solely at the **discretion of the stylist or service provider.**
  - No refunds will be provided for dissatisfaction based on personal preference when services were performed as agreed during consultation.
  - Digital products, downloadable materials, and online courses are **non-refundable.**
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### 6. Payments

- Payment is due at the time of service unless otherwise stated.

- Accepted payment methods will be disclosed at checkout or booking.
  - Prices are subject to change without prior notice.
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## 7. Privacy Policy

### Information We Collect

When you visit our website or subscribe to our mailing list, we may collect:

- Name
- Email address
- Phone number
- Booking and service preferences

### How We Use Your Information

Subscriber and client information is used to:

- Communicate updates, promotions, and educational content
- Confirm appointments and provide service-related information
- Improve user experience and offerings

### Data Protection

- Client privacy is of the utmost importance and is highly valued at The Suite Life Café.
- Any personal, contact, or service-related information provided by clients or subscribers is used **solely for business purposes** between the client and The Suite Life Café.
- Client information will **not be shared, sold, rented, or disclosed** to third parties for marketing or non-business purposes.
- Information is used only to deliver services, manage appointments, communicate relevant updates, and maintain accurate business records.

- Third-party platforms (such as booking or email service providers) are used strictly to support business operations and are required to uphold appropriate data protection and confidentiality standards.

## **Opt-Out**

You may unsubscribe from marketing communications at any time using the link provided in emails.

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## **8. Intellectual Property**

All content on this website—including text, branding, graphics, educational materials, and digital products—is the intellectual property of The Suite Life Café and may not be copied, reproduced, or distributed without written permission.

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## **9. Limitation of Liability**

The Suite Life Café is not responsible for:

- Allergic reactions or outcomes not disclosed during consultation
  - Results affected by failure to follow professional recommendations
  - Indirect or consequential damages related to service use
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## **10. Changes to Policies**

We reserve the right to update or modify these Terms, Privacy, and Refund Policies at any time. Changes will be posted on this page with the updated effective date.

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## 11. Contact Information

For questions regarding these policies, please contact:

**The Suite Life Café**

Email: [Insert Business Email]

Website: [www.thesuitelifecafe.com](http://www.thesuitelifecafe.com)

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**Effective Date:** [Insert Date]

*This document is provided for general informational purposes and does not constitute legal advice.*