



In-salon Services Terms and Conditions

Salon Appointments:

La Poupee Beauty Center's appointment system are as follows:

1. Online – computer-based application through Fresha wherein clients can see the available time-slots and preferred staff, on all available platforms such as through our website (www.lapoupee-beautycenter.com), Facebook (La Poupee Beauty Center) and Instagram (Lapoupee.Center)
2. Phone-in requests - based on clients' preferences and staff availability. Clients can call us at the following numbers:
Abu Dhabi Branch – 02-446-5171 / 02-443-0308
Bateen, Al Ain Branch – 03-780-0889 / 03-722-0444
Al Jimi, Al Ain Branch – 03-780-1212 / 03-780-1090
3. Walk-in – Clients who have no bookings are accommodated on a first-come-first-served basis and only when there is available slot. We will add you to our waiting list in case there are no available time slots or staff and will try our best to book you if another client cancels her appointment with us.

We always try to accommodate all walk-in clients, but in order to avoid possible long waiting period, we highly recommend calling us or booking online ahead of time.

Salon Standards:

1. Consultation Forms

We require all first-time clients and also regular clients undergoing specific services to fill-in consultation forms detailing information such as medical history and allergies, previous hair treatments undergone, and other information directly affecting the desired results of a requested service from us.

This step is for our clients' welfare and therefore it is important that you provide us only with true and honest answers.

We may have to refuse performing your requested service or treatment if we do not have your complete and signed consultation form.

Our professional technicians/stylists/therapists will not perform any requested services if we deem unsuitable for you until we have a signed waiver from you.

All information provided are kept with utmost confidentiality.

2. Clients of Minor Age / Age Limit

Children under the age of 15 will not be accepted if not accompanied by an adult. Parents/Adult guardians will have to fill out and sign the required consultation cards on their behalf.

Some products have their specific age limitations. We will always abide by it. We will not perform any service that will put our clients' health at risk.

3. Gift Vouchers

Gift vouchers carry certain validity depending on the amount. Gift vouchers can be used only for service purchases and not for retail. It cannot be redeemed for cash replacement.

Abu Dhabi Branch
P.O. Box 55250 - Abu Dhabi, UAE
Tel: +971 2 446 5171 / +971 2 443 0308
Email: lapoupee.abudhabi@gmail.com

Al Jimi Branch
P.O. Box 88343 - Al Ain City, Abu Dhabi, UAE
Tel: +971 3 780 1090 / +971 3 780 1212
Email: lapoupee.alain@gmail.com

Bateen Branch
P.O. Box 222666 - Al Ain City, Abu Dhabi, UAE
Tel: +971 3 780 0889
Email: lapoupee.albateen@gmail.com



4. Services/Treatment Packages

Services/treatment Packages are required to be paid fully upfront. Services or treatments within the purchased package can only be redeemed in-salon and not during home service.

5. Deposit/Down Payment Requirement

For services with total worth of 5,000 Dhs. and above, a deposit fee worth 50% of the total services cost will be required to confirm the booking. The remaining 50% shall be payable after the services are completed.

6. Cancellation by Clients

Appointments are important to us. While we do understand that sometimes appointments need to be changed or cancelled, we would appreciate if clients could give us at least 12-hours' notice for all changes to ensure we have the time and the appointment slot available for other clients intending to come to us. La Poupee Beauty Center reserves the right to require an upfront deposit for future appointments if we see specific clients' habitual short-notice cancellations.

7. Cancellation by Us

Due to some unforeseen events or when our staff suddenly gets sick, we may have to move your appointment to another time or assign a different lady to perform your booked service/s. Please be assured, we will put our best effort to reschedule the appointment at your earliest convenience and preference.

8. Other Clients' Relaxation Moment

We would expect all clients to respect other guests inside the salon who are enjoying their quiet and relaxation time with La Poupee Beauty Center. We highly recommend putting mobile phones on discreet mode. Playing loud music or using phones on loudspeakers is strictly prohibited.

9. Products Return Policy

We at La Poupee Beauty Center always strive to make our clients satisfied with retail product purchases but we understand that there may be times when you want to return some items. But due to the nature of the products (make-up, hair and skin care products) we sell, we cannot accept opened items. We will only accept returns of sealed products in original packaging along with the original receipt within 14 days after the date of purchase.

10. Re-do Policy

We would require our clients to let us know before paying the services or before leaving the salon to let us know when they are not satisfied with the service/s availed in order for us to immediately address the concern.

We offer to perform re-do of services within a definite timeframe for free if we believe it is appropriate. While it is rare that we may have unhappy clients, in the event that they are, we will request them to visit us personally in order for our specialist staff to assess the concern and address it with clients' consent.

Our services price consists of other high-cost components that we as a company need to shoulder. A refund on the services cost is highly unlikely and approval for such is authorized only by the higher Management.

Abu Dhabi Branch

P.O. Box 55250 - Abu Dhabi, UAE
Tel: +971 2 446 5171 / +971 2 443 0308
Email: lapoupee.abudhabi@gmail.com

Al Jimi Branch

P.O. Box 88343 - Al Ain City, Abu Dhabi, UAE
Tel: +971 3 780 1090 / +971 3 780 1212
Email: lapoupee.alain@gmail.com

Bateen Branch

P.O. Box 222666 - Al Ain City, Abu Dhabi, UAE
Tel: +971 3 780 0889
Email: lapoupee.albateen@gmail.com