



### Home Service Terms and Conditions:

1. Minimum request for Home Service is 300 Dhs. (excluding VAT) and appointment must be taken at least 2 hours in advance.
2. If the booked Home Service is cancelled at the last minute, the Company reserves the right to charge any incurred cost due to such cancellation (such as transportation expenses).
3. In case of a cancellation of the services from our end due to reasons beyond our control, any advance payment of 100% will be carried forward to the next preferred date given by the customer or will be refunded within 2 working days.
4. Home Service is not applicable for redemption of pre-paid service packages.
5. All Home Service published rates are **exclusive of VAT** and of **transportation expenses**.
6. **Transportation expenses** are charged from clients based on actual cost for 2-way destination (salon-home-salon). Taxi receipts will be presented to the client for one-way and multiplied twice for the two-way total chargeable transportation cost. The clients can opt to send their drivers to pick-up and drop-off La Poupee Beauty Center Staff upon advice to the Reception Desk as to the car registration plate and number.
7. Home Service prices are as per published year-round rates unless explicitly informed by La Poupee Beauty Center during seasonal promotions or special offers.
8. Booked Home Service are as per set standard duration. La Poupee Beauty Center endeavors to start and end the services on time due to operational requirements. Any delays from the client are chargeable at 50 Dhs./30 minutes.
9. The Client takes the entire responsibility of ensuring that any La Poupee Beauty Center staff deployed in their home/apartment/hotel premises to perform the booked Home Services are professionally respected and their personal physical or emotional safety is not breached under any circumstances.
10. Regular Home Services timings are accepted from 10am to 9:00pm. For bookings outside these operation hours, an additional 100 Dhs./hour shall be charged to the total cost. (This condition does not apply during the Holy Month of Ramadan.)
11. 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.  
  
Cancellations for such booking shall be allowed one day before.  
  
Cancellations for such booking made on the same day shall be refunded 50% of the deposit made (or 25% percent of the total services worth).
12. Big group / event bookings are available with special considerations and prices.

#### Abu Dhabi Branch

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## 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

Parents/Adult Guardians of children under the age of 15 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. Re-do Policy

We would require our clients to let us know before paying the services or before home services staff leave the client's premises/homes/hotels/etc. 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.

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