

Terms of Service for Locks by Rose Services

Effective Date: January 28, 2026

These Terms of Service ("Terms") apply to all services provided by Locks by Rose, including but not limited to Sisterlocks® consultations, installations, retightening, washing, spa treatments, and courses (collectively, "Services"). By booking or receiving Services, you agree to these Terms. These Terms supplement any specific agreements (e.g., consultation documents).

1. Service Description

- Locks by Rose specializes in Sisterlocks®, Microlocks®, natural hair care, retightening, styling, washing, and spa treatments.
- Services are provided by certified consultant Rosaria Yaşar-Hous at our location in Oosterhout, Netherlands.
- Prices are as listed on the Website (e.g., Consultation: €25; Installation: Determined after consultation; Retightening: Starting at €100 for max 3 hours + €35/hour extra; Washing/Spa: Varies by hair length).
- All Services are tailored to your hair type, history, and needs, as discussed during consultations.

2. Booking and Appointments

- Bookings are made via WhatsApp (+31 6 3026 4330), email (locksbyrose@gmail.com), or other methods specified on the Website.
- For consultations: Prepare your hair as instructed (washed max 24 hours prior, product-free, no oils/fats/conditioners, no tight braids/accessories, air-dried).
- Safety protocols: Wear a disposable Type II face mask. If ill or with COVID-related symptoms, reschedule. For new clients, a negative COVID self-test may be required (proof sent on appointment day).
- Consultations last up to 1-2 hours and include hair analysis, expectations discussion, test locks (for new installations), maintenance advice, and payment terms.
- Test locks must be worn for 2 weeks and washed twice before installation to ensure the correct technique.

3. Cancellations and No-Shows

- Cancel or reschedule at least 48 hours in advance. Late cancellations may incur a fee of 50% of the Service price.
- No-shows without notice may result in full Service fee charges and refusal of future bookings.
- We reserve the right to cancel or reschedule due to illness, emergencies, or other unforeseen circumstances, with reasonable notice.

4. Payment

- Payment is due immediately after the Service (e.g., consultation: €25 paid at end).
- Methods: Cash (exact change preferred), bank transfer/payment request, or other agreed methods. No online payments currently.
- Prices include VAT (BTW: NL005350298B34) and are subject to change; current prices on the Website apply.

- For installations or courses (e.g., Retightening Course: €550 including materials), a deposit may be required.

5. Client Responsibilities

- Provide accurate information about your hair history, allergies, health conditions, and expectations.
- Follow post-Service care instructions (e.g., washing routines, avoiding certain products) to maintain results.
- For photos/testimonials: By providing them, you grant permission for use on the Website/ social media. You can withdraw consent anytime.

6. Results and Liability

- Results vary based on hair type, maintenance, and individual factors. We perform Services with care but cannot guarantee specific outcomes.
- We are not liable for damage due to client-provided inaccurate information, improper home care, or normal wear.
- Liability for any claims is limited to the Service price paid. We are not responsible for allergic reactions if undisclosed.
- In case of dissatisfaction, notify us within 7 days for potential resolution (e.g., adjustments at our discretion).

7. Complaints and Disputes

- Complaints should be submitted in writing within 7 days via email.
- We aim to resolve amicably. If unresolved, refer to the Dutch Geschillencommissie Kappersbranche (via ANKO) or courts in the Netherlands.
- These Terms are governed by Dutch law.

8. Changes to Terms

We may update these Terms; changes will be posted on the Website. Continued use of Services constitutes acceptance.

9. Contact Information

For questions about these Terms or Services: Locks by Rose Rosaria Yaşar-Hous
Email: locksbyrose@gmail.com Phone: +31 6 3026 4330 Address: Oosterhout, Netherlands BTW: NL005350298B34

By booking or receiving Services, you acknowledge that you have read and agree to these Terms.