



OUR VALUES

Respect
Team
Community
Growth
Love
Excellence

PRIVACY

Personal details provided to Arteke are kept confidential and are for our records only. If there is any method in which you would prefer us not to contact you please let us know. Arteke is committed to providing you with the best possible customer service and we are bound by the Privacy Act 1988 (Cth) which sets out a number of principles concerning the privacy of individuals.

SOCIAL MEDIA

As an Arteke salon guest you may be asked if you would like to be featured on our social media. No images will be used without permission. In return we request that you respect our stylist's privacy and do not PM or send friend requests to staff members.

INTELLECTUAL PROPERTY

Your colour formulas are the intellectual property of Arteke Salon Collective. At Arteke we invest much time and dedication fine tuning our technical skills and we believe it is this investment that allows us to customise and tailor formulas to suit each individual. Under special circumstances whereby one of our guests are relocating we consider releasing formulas to a nominated salon. Formulas are not to be released until they have been approved by management. Once released to an individual, business or group Arteke Salon Collective relinquishes any responsibility associated with the mixing, application or result of the subject formula.

WAIVER FORM

There are certain services that we provide that at times can be unpredictable and we may require you to complete a waiver form. These services may include colour correction work, training or editorial sessions, services where the hair condition is questionable, trial products and/or services

WI FI PASSWORD

Network Name: Arteke Salon Collective
Password: 0249841400





ETTIQUETTE

Children - Children are welcome at Arteke Salon Collective, but we encourage you to bring something that they can use to entertain themselves with. Children are not permitted to wander freely and unsupervised around our salon. We want our clients to feel comfortable and relaxed whilst visiting, without any distractions. We also want your children to remain safe when they are visiting us. A salon environment presents unsuspecting dangers to children including chemicals, hot tools, water and sharp instruments. Whilst as professionals we make every attempt to remove any risks associated with these dangers they are a necessary part of our working space. It is the carers or parents responsibility to ensure the child remains safe whilst visiting our salon. We understand that new borns and children being breast fed need to be with their mothers and welcome them openly.

Dogs - We are not just a community or hair and people lovers but dog lovers too! If you are unable to find care for your fur baby and they are of the well behaved kind we would love to have them along. A dog station is provided for safety, comfort and hydration during your visit. Ask one of our team about our [Arteke Dog Shampoo](#) and [Arteke Spritz Deodoriser!](#) Free of nasties, made with recyclable packaging and 100% Australian!!

Phones - We strive to create a relaxing and tranquil environment. Please be courteous, put your phone on silent and respect everyone else's time of relaxation.

Clothing - If you schedule a colour appointment, avoid wearing white or high-collared tops. We take the utmost care when colouring, however, we prefer to prevent any damage to garments during colouring and rinsing. We have a bathroom so you can replace your top with one of our Arteke shirts. Arteke does not take responsibility for any clothing or personal items

No show and cancellation policy - If you're unable to make your appointment, let us know as soon as possible, otherwise, a cancellation fee may be applied. This allows other clients the opportunity to fill the appointment. Please be aware our sms reminder is a no reply! Phone the salon on 0249841400 if you need to cancel or reschedule your appointment.

Earrings and Jewellery - We ask that at the beginning of your appointment if you could take off your ear and neck jewellery(if possible) to ensure it is kept safe and that it won't interfere with any technical work that we perform. A small trinket box is provided to ensure your jewellery is kept safe.

Run late policy - We equally respect the time of all our clients, which is why it's essential for you to arrive on time for your appointment, preventing other clients being delayed for their service. If you attend your appointment later than 15 minutes over the scheduled visit time we may need to reschedule to another day.

As we value your time also, if we keep you waiting over 30 minutes and you aren't notified by either a phone call or text message a 10% discount will be applied to your bill immediately.





METHODS OF PAYMENT

Your choice of 3 ways to pay...

1. SalonPay (yes like Afterpay!)

Salon today, pay over time

Sign up is fast & free!

Interest Free

Make 4 small payments spread fortnightly

No charge to pay off early

Available to all over 18 Australian Residents with a Visa(credit or debit) or Mastercard

Online Card Processing

Easily order gift cards

Retail purchases

See your past payments in your personal portal

2. Salon Memberships

Pre-pay your service

Nothing to pay on the day!

VIP Privilege at your favourite Salon

Make payments Weekly, fortnightly or monthly - You choose!

Lock in your Package Price for 12 months

You will find our [Salon Membership options](#) inside this welcome folder. If you can't find one that suits ask us to customise one for you!

3. Once off Payments

Eftpos terminal (we have a mobile terminal - ask us about our express checkouts)

Cash

PRICE INCREASES

Due to the increase in operating costs we have a small price increase annually that is inline with the Australian Bureau of Statistics CPI recommendations. This price increase occurs on the 1st Dec(colour services) and the 1st July(other)services

REFERRAL PROGRAM

We want your inner circle!!! We are so grateful for all of your referrals! Our business growth depends on it. Refer your friends to us and be rewarded. Refer...

1 friend and receive a free shampoo





- 2 friends and receive a free shampoo/conditioner
- 3 friends and receive a free Young Blood Foundation
- 4 friends and receive a free surprise gift
- 5 friends and receive a free straightening iron or conical wand!!!

But it doesn't stop there. Once you refer 5 people to us you can just start again!

REBOOKING VIP PROGRAM

We feel it is essential to ensure your style stays manageable and looking fabulous to have your style and colour serviced at certain intervals. During your consultation your stylist will indicate to you when he/she feels it will be best to book your next appointment. Our VIP rebooking card is a way that we like to encourage you to make this commitment. Every time you are checking out and rebook your next appointment you will receive a click on your VIP card. On your 6th Re-booking you will receive a product of your choice free (up to \$40 value)

COMPLIMENTARY FRINGE TRIMS

To help extend the life of your haircut Arteke offers a complimentary fringe trim service as long as it is within 8 weeks of your last haircut service. Bookings are only available at certain times and with certain cutters. We do not offer fringe trims as a complimentary service if a client falls outside of the above conditions.

COMPLIMENTARY NECK TRIMS

To help extend the life of a neckline haircut Arteke offers a complimentary neck trim service as long as it is within 4 weeks of your last haircut service. Bookings are only available at certain times and with certain cutters. We do not offer neck trims as a complimentary service if a client falls outside of the above conditions.

COMPLIMENTARY ADJUSTMENT SERVICES

Arteke Salon Collective offers complimentary adjustment services within the first week or two after your service. Simply telephone the salon and explain to one of our receptionists what the problem is and they will arrange an appointment time for whatever adjustments may be required.

BEFORE YOUR APPOINTMENT

Cuts and Colours

At Arteke we prefer to commence your service with the hair in a clean, dry state. This allows us the flexibility to perform part of your cut service prior to shampooing or colouring if it is neces-





sary. It will also ensure that excessive oil or product build up on the hair will not interfere with colour work to be performed

Event Styling

At Arteke we prefer to commence your service with the hair in a clean, dry state, leaving ample time for prepping and styling. We ask that you arrive with your hair freshly washed that morning or the day prior. If this is inconvenient, or you enjoy the shampoo aspect of a visit, please request that time is allocated for a complimentary shampoo prior to your hair 'dressing' appointment.

Dry Cuts

Dry cuts will only be performed on clean hair.

TIERED PRICING

At Arteke we offer a tiered pricing structure based on our stylists years of experience

Director - 15 yrs +

Head - 7 - 15 yrs

Senior - 4 - 7 yrs

Emerging - trade completion period 2 - 4 yrs

Junior - apprenticeship period 0 - 2yrs

For a full description of our price schedule please visit our website arteke.com.au

IN SALON MENU

An in salon menu is available for your convenience daily between 8am and 2.30pm. You will find this menu inside this Welcome Folder

EXPRESS VISITS

At Arteke we offer express visits(where possible) which reduce your visit time by approximately 30%

BEAUTY

At Arteke we provide aesthetic [beauty](#) services including facial waxing and tinting, eyelash extensions, spray tans and makeup.

ONLINE





Enjoy the convenience of our website which provides you the opportunity to [book](#) your next appointment, [purchase retail or gift certificates](#) and connect with our social media platforms. Go to our website for more information about our salon and [our salon family](#)

[PHILANTHROPY](#)

When you visit our salon or purchase something from our online store know that some of your hard earned dollars are going somewhere or to someone who needs it. We are proud to say that we support...

Surf Life Saving Australia

World Vision (we are now in our 15th year of supporting a child in a developing country)

Doctors without Borders (MSF)

The Royal Flying Doctor Service

Various local community, educational and charity groups

Something close to your heart?! Please let us know as we would love to offer our support!

ARTEKE BRAND

Our own label hair and beauty line is 100% Australian made and sourced, ethically using natural products that are free from petrochemicals, parabens, sulphates and other known nasties. For more information ask to see our product schedule and a copy of our FAQ sheet. All [Arteke Salon Collective products](#) are available on our website

WE ARE A PRESCRIPTIVE SALON

At Arteke Salon Collective we are a prescriptive salon. We believe that all associated hair issues can be solved by either a service or product solution. We have cherry picked from the best hair care companies from all over the world to be able to provide all salon guests the best opportunity to reach their hair and beauty goals. Our main industry affiliates Goldwell, KMS and Young Blood are leading industry brands whose ethos is aligned with ours...

'We are a community of hair and people lovers'

