

WONDERLAND HAIR & BEAUTY BY ALICE (WHABBA)

Website Terms & Conditions

Last Updated: October 2026

Welcome to the website of Wonderland Hair & Beauty By Alice (WHABBA). These terms and conditions govern your access to and use of our website, located at www.wonderlandhairbyalice.co.uk (or your active Wix domain). By browsing, accessing, or using this website, or by booking an appointment through our linked digital portals, you accept these terms and conditions in full. If you disagree with any part of these terms, you must not use our website or book our services.

1. Introduction, Eligibility, and Age Restrictions

- **1.1** This website is owned and operated by Wonderland Hair & Beauty By Alice, whose registered trading address is: **1, Police Houses, Gateshead Road, Streetgate, Sunniside, Newcastle upon Tyne, NE165LG.**
- **1.2** To use our online booking platform or register an account, you must be at least **18 years of age**. By booking an appointment or creating an account, you warrant and represent that you are at least 18 years old. Minors under the age of 18 may receive selected salon treatments only if booked by a parent or legal guardian who consents to the service terms on site.
- **1.3 Information Accuracy:** You must ensure that all details provided to us through the website or our online consultation links—including your contact information, payment details, and medical history disclosures—are true, accurate, current, complete, and non-misleading.

2. Intellectual Property and Limited Licence

- **2.1 Copyright Notice:** Copyright (c) 2026 Wonderland Hair & Beauty By Alice. All rights, including text, graphics, branding, logos, layout structures, pricing menus, and photographic images of styling work displayed across this website, are owned or controlled by WHABBA and our licensing partners.
- **2.2 Restricted Use:** You may view pages, stream salon media, and print booking confirmations from a web browser for your own personal use. You must not download, copy, scrape, republish, sell, rent, or redistribute any photographic portfolios or text from this website for any commercial or public purpose without our prior written consent.

3. Online Bookings, Fee Structures, and Commercial Terms

- **3.1 Introductory Agency Status:** WHABBA operates as both a direct service salon provider and an agent that coordinates freelance, self-employed hair, beauty, and wellness professionals. When you reserve a session with a designated independent subcontractor via our booking engine, WHABBA acts as an intermediary agent managing the booking infrastructure, scheduling, and billing logistics.
- **3.2 Booking Deposits:** To secure any appointment slot via our website or booking portal, you may be required to pay a booking deposit or a non-refundable scheduling fee. All online payments are securely processed behind firewalls via PCI-DSS compliant payment gateways integrated into our Wix platform (including Visa, MasterCard, and American Express).

4. Salon Cancellation, Late Arrival, and No-Show Policies

- **4.1 The 48-Hour Cancellation Rule:** We enforce a strict **48-hour cancellation and rescheduling policy**. You may cancel or amend your appointment online or by contacting us directly at wonderlandhairbyalice@outlook.com up to 48 hours prior to your scheduled arrival time without financial penalty.
- **4.2 Short-Notice Cancellations:** If you cancel, shorten, or attempt to reschedule your appointment with less than 48 hours' notice, WHABBA reserves the explicit right to retain your booking deposit or charge a cancellation fee up to **50% of the total scheduled service value**.
- **4.3 No-Shows and Failures to Attend:** If you fail to attend a confirmed appointment without giving any prior notification ("No-Show"), your booking deposit will be permanently forfeited. WHABBA reserves the right to charge up to **100% of the missed service cost** to your card on file and block your user account from making future online bookings.
- **4.4 Late Arrivals:** If you arrive late for an appointment, your treatment time may be shortened to accommodate clients scheduled after you. If you are so late that the service cannot safely or effectively be performed, it will be treated as a short-notice cancellation, and full cancellation fees will apply.

5. Technical Treatment Requirements, Safety, and Mandatory Patch Testing

- **5.1 Mandatory Chemical Patch Testing:** Certain high-level chemical, tinting, lashing, or technical beauty treatments require a mandatory patch test at least **48 hours prior** to your first treatment. This requirement is non-negotiable and is strictly enforced to satisfy health standards, manufacturer guidelines, and our commercial business insurance mandates.

- **5.2 Consequence of Refusal:** If you fail to attend your scheduled patch test or refuse to complete a required safety test, WHABBA cannot perform the treatment. Your appointment will be cancelled, and the deposit will be retained as a late-cancellation fee to cover the stylist's lost time.
- **5.3 Medical Disclosures:** It is your responsibility to fully disclose all relevant medical conditions, allergies, skin sensitivities, or current prescription medications on your digital intake forms prior to service execution.

6. Limitation of Liability and Structural Risk Allocation

- **6.1 Technical Errors and Site Availability:** While we strive to maintain our Wix-hosted framework, we do not warrant that our online booking portal will be completely uninterrupted, error-free, or free of bugs or server delays. We accept no liability for financial losses caused by booking software glitches or unexpected system downtime.
- **6.2 Contractor Liability Allocation:** Where a service is executed by a self-employed freelance artist connected to you via WHABBA, the legal service contract is established directly between you and that independent professional. Any physical complaints, service adjustments, adverse skin reactions, or legal property claims arising directly from their workmanship must be addressed to, negotiated with, and resolved by that contractor. To the maximum extent permitted by UK law, WHABBA acts as an introducing agent and cannot be held legally or financially liable for the professional negligence or workmanship of individual subcontractors on site.

7. Acceptable Use and Cyber Security Compliance

- **7.1 Malicious Behaviour:** You must not use our website in any way that causes, or may cause, damage to our digital architecture or performance infrastructure. You are strictly prohibited from transmitting or introducing any computer viruses, Trojan horses, keystroke loggers, worms, or malicious software through our contact forms or booking engine.
- **7.2 Data Scraping Restriction:** You must not conduct any systematic or automated data collection activities—including data scraping, extraction, harvesting, or mining—on or in relation to our website or our customer database logs.
- **7.3 Unauthorised Access:** You must not attempt to circumvent or bypass any access restriction measures, admin portals, or customer login areas on our Wix site.

8. Privacy and Cookie Management Integration

- **8.1 Data Management:** Your submission of personal and medical data through our website forms is strictly governed by our **Customer Privacy Notice**, which complies with the UK GDPR.
- **8.2 Automated Tracking:** Our website utilizes functional, analytical, and marketing cookies to preserve your booking sessions and track system metrics. By interacting with the site, you consent to our use of cookies as detailed in our public **Cookie Policy**. You can modify your preferences at any time via our web consent banner.

9. Statutory Consumer Rights and Jurisdiction

- **9.1 Consumer Protections:** Nothing in these website terms and conditions shall affect, override, or limit your statutory rights as a consumer under the UK Consumer Rights Act 2015.
- **9.2 Governing Law:** These terms and conditions shall be governed by, interpreted, and enforced in accordance with **English Law**. Any legal actions, disputes, or transactional claims arising in relation to this website or our online bookings shall be subject to the exclusive jurisdiction of the courts of England and Wales.