# **Terms & Conditions – Lokk Head**

These Terms & Conditions govern your use of the Lokk Head website (the “Site”) and the purchase of dreadlock services or related products offered by Lokk Head (“we”, “our” or “us”). By accessing this Site or booking an appointment, you agree to be bound by these Terms. If you do not agree, please do not use the Site.

## **1. About Us**

Lokk Head provides dreadlock creation, maintenance, repair and extension services. Our home studio is located in Garden Suburb, Newcastle, NSW, Australia. We offer consultations and services by appointment only. For enquiries please email **lokkheadau@gmail.com** or call **0457 822 712**.

## **2. Booking and Appointment Policy**

* **Accurate information:** When booking an appointment, you agree to provide accurate and complete information about yourself, including your full name, contact details and the service you require.
* **Deposits:** Some services may require a non‑refundable deposit to secure your appointment. If a deposit is required, we will advise you at the time of booking. Deposits will be applied to the final service cost.
* **Rescheduling and cancellations:** We understand that plans change. Please contact us at least **48 hours** before your appointment to reschedule or cancel. If you cancel with less than **48 hours’** notice or fail to attend your appointment, we reserve the right to retain your deposit or charge a cancellation fee to cover our time.
* **No‑show appointments:** Clients who miss an appointment without notice may be required to pay a booking fee or may be refused future bookings.
* **Late arrival:** Arriving late may reduce the duration of your service. If you are more than 15 minutes late, we may cancel your appointment and apply a cancellation fee.

## **3. Prices and Payment**

* All prices listed on our Site are in Australian dollars (AUD) and include GST unless otherwise stated.
* We reserve the right to change our prices at any time. The price confirmed at the time of booking will apply.
* Payment is due at the conclusion of your appointment. We accept cash, bank transfer and other payment methods as advised.

## **4. Services and Results**

We provide services with due care and skill. Dreadlocking is a craft and results vary depending on hair type, condition and after‑care. We will discuss expectations during your consultation. You acknowledge that:

* We cannot guarantee identical results to reference photographs because each head of hair is unique.
* Proper after‑care is essential to maintain healthy dreadlocks. We will provide guidance on maintenance, but you are responsible for following it.

## **5. Returns and Refunds**

Under the Australian Consumer Law, you are entitled to a refund or other remedy if there is a **major problem** with the goods or services provided. We do **not** offer refunds or free re‑services if you simply change your mind or fail to follow after‑care instructions; this is permissible under Australian law[consumer.gov.au](https://consumer.gov.au/sites/consumer/files/2016/05/0553FT_ACL-guides_Guarantees_web.pdf). If you believe there is a problem with your service, please contact us within **7 days** of your appointment so we can assess and rectify the issue. See our separate **Refund Policy** for full details, including our policy of not providing refunds except as required by law.

## **6. Intellectual Property**

All content on the Site, including images, text, logos and graphics, is the property of Lokk Head or its licensors. You may not reproduce, distribute or modify any part of the Site without our prior written consent.

## **7. Acceptable Use**

You agree not to use the Site or our services:

1. For any unlawful purpose or to solicit others to perform or participate in unlawful acts.
2. To violate any international, federal, state or local regulations, rules or laws.
3. To infringe upon or violate our intellectual property rights or the intellectual property rights of others.
4. To harass, abuse, insult, harm, defame, slander, disparage, intimidate or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin or disability.
5. To upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Site or any related website.

We reserve the right to terminate your use of the Site or any related website for violating any of the prohibited uses.

## **8. Liability and Indemnity**

Nothing in these Terms excludes or restricts your rights under Australian Consumer Law. To the fullest extent permitted by law, we exclude all implied warranties, representations or other terms that may apply to our services or the Site. Our liability for breach of any non‑excludable warranty is limited, at our option, to supplying the services again or paying the cost of having the services supplied again.

You agree to indemnify and hold Lokk Head and its staff harmless from any claim or demand (including reasonable legal fees) arising out of your breach of these Terms or your infringement of any law or third‑party rights.

## **9. Governing Law**

These Terms are governed by the laws of New South Wales, Australia. Any disputes will be subject to the exclusive jurisdiction of the courts of New South Wales.

## **10. Changes to Terms**

We may update these Terms from time to time to reflect changes in our practices, service offerings or applicable laws. The updated Terms will be posted on this page with a “Last updated” date. By continuing to use the Site after changes are posted, you agree to the revised Terms.

**Last updated:** 27 September 2025