



ADVISORY NOTICE ON COVID-19

To ensure that we provide you with the best standard of service, we have implemented additional steps to ensure the safety of our staff and customers.

These are:

- 1. Please do not attend your appointment if you feel unwell, presenting with any of the symptoms of COVID-19 or live with someone who is unwell.**
- 2. Please arrive to your appointment on time. Our entrance and exit are the same, it's important to avoid meeting customers leaving the premises.**
- 3. The wearing of a face covering or mask is optional. We would advise your to bring one with you to use, in some circumstances where social distancing measures are unable to be adhered to.**
- 4. Please use our anti-bac station on arrival and when you leave the shop.**
- 5. Please ensure your hair is clean for your appointment.**
- 6. Please avoid bringing any personal belongings with you and keep your phone/keys in your pocket.**
- 7. Please adhere to the social distancing measures we have put in place.**
- 8. Please practise good coughing etiquette. Remember to Catch it, Bin it, Kill It !!**
- 9. Please come to your appointment alone. Children can be accompanied by an parent.**
- 10. Children will need to be able to sit independently on the barber chair and not on parents laps.**
- 11. No Beard Trims or Wet Shaves are available at this time.**
- 12. Please pay with by a contactless method where possible.**

Please be kind. This is a new way of working to help keep everyone safe.

BARBERTOWN BOOKING TERMS & CONDITIONS

1. INTRODUCTION

The Booking System is powered by Nearcut Limited of 12 Reedsmere Walk, Northwich, CW9 6BZ (“**Nearcut**”). All rights of the Booking System belong to Nearcut. You may use it only to book an appointment at Barbertown who has made the Booking System available on their website or mobile application. Nearcut does not promise that the Booking System will always be available, and shall not be liable for the loss of any information that you submit to the booking system. Our Privacy Policy outlines how we will use your personal data with Nearcut in order for them to manage the booking system. A copy of this policy can be found on our website.

2. REGISTRATION

- You will be required to provide some personal details to register on the booking system.
- By registering, you are agreeing to these booking terms and conditions and also giving us consent to collect your personal information including whether you wish to opt in or out of receiving marketing information from us.
- You will need to verify your email address by clicking on the link that is sent to you before you can book an appointment.
- You will need to create a password. Please ensure that you keep your password safe as you are responsible for any activity under your account. If you believe there has been any unauthorised use of your account please contact us immediately.
- Bookings can be made up to an hour before the appointment time.

3. OUR SERVICE

At Barbertown, we specialise in providing a high quality, traditional gentleman’s barbering and male grooming service (catering for men and boys) in the Worcestershire area.

4. APPOINTMENTS

- To book an online appointment visit our website, www.barbertown.co.uk register and book online.
- To book over the telephone or in person, you will need to provide us with your name, email address/telephone number. You will also be asked to provide your consent to holding this personal information on the Nearcut booking system.
- To book, select the shop, the service, the barber and the date/time you require.
- Once you’ve booked your online appointment, you will receive an email confirming your appointment.
- You can book up to 1 hour before the appointment time.
- You may opt in to receive a booking reminder, and if you do so, you agree that we may contact you via email, SMS or telephone in order to remind you of the booking.

BARBERTOWN

★ WORCESTERSHIRE ★

- You may wish to opt in to receive notifications of cancellations within a certain time period. If you do, we will contact you via email, SMS or telephone in order to communicate this availability to you.
- Your booking is subject to any additional terms and conditions that we may make available to you, including special offers, promotions and restrictions on cancellation.

5. LATE ARRIVALS

It is important that you arrive on time for your appointment. Your appointment time has been allocated to ensure we can deliver the best service to you. If you arrive more than 5 minutes late, it is up to the barber's discretion as to whether he/she feels that would still be able to provide you with a satisfactory service. In this instance, we reserve the right to decline the service and/or re-arrange the appointment.

6. CANCELLATIONS

- If you are unable to make your appointment, you should cancel it with 24 hours advance notice through the Booking System.
- All cancellations will be monitored. Frequent cancellations will result in your account being suspended and no further bookings will be able to be made.
- Occasionally, we may have to cancel your booking due to unforeseen circumstances such as sickness or for reasons outside of our control. If this happens, we will notify you as soon as possible and where possible offer you an alternative appointment with another barber.

7. NO SHOWS

It is vital that you contact us to cancel your appointment so that it gives us an opportunity to offer to it to another customer. Failure to show up for a booked appointment without cancelling it online or contacting us will result in a yellow card being issued. Two no shows and we will be forced to suspend your account and no further bookings will be able to be made.

8. GIFT VOUCHERS

If you purchase a gift voucher for someone as a gift then the recipient will need to register on the booking system to enable them to redeem it for one of our services. Gift vouchers are non-exchangeable, non-refundable and non-transferable.

9. MARKETING

If you opt in to receive marketing information from Barbertown, you agree that we may contact you via email, SMS or telephone in order to communicate promotions and news. You can opt out at any time by contacting us on contact@barbertown.co.uk.

10. SUSPENDED ACCOUNTS

We reserve the right to suspend your account without notice. If your account is suspended, you may not re-register under your own name or any other name.

11. PROBLEMS WITH YOUR ACCOUNT

If you cannot access your account, check:

- You have received the email to confirm your registration.
- Check your junk folder.
- Request another confirmation email.
- If you have already confirmed your account, then request a password reset email.

If, after trying all of these steps, you cannot log in to your account, then contact us for help.

You can also report any issues with the Booking System by clicking the “Report bug” link and clearly identify the problems by providing accurate and descriptive information.