DEW BUDS BEAUTY SALON

Customer terms and policies

Please read these policies before requesting or receiving a service. They explain booking, customer care, packages, refunds and how we use your information. Your appointment is confirmed only when our salon team explicitly confirms the details.

Shop 4, Al Qasimiya, Sharjah, UAE
+971 52 745 6901 | dewbuds.com

01 Website terms and booking policy

Dew Buds Beauty Salon welcomes enquiries and appointment requests. A request reference or Pending Approval status confirms receipt only. Your appointment is booked when we explicitly confirm the agreed service, date and time. A proposed alternative remains unconfirmed until you accept and receive confirmation. All times are UAE time. Walk-ins depend on availability.

Usual hours are Saturday to Thursday 10 AM to 10 PM and Friday 2 PM to 10 PM, subject to announced holiday changes. Please arrive in time for consultation. Contact us as early as possible to change or cancel, preferably at least 24 hours ahead. If you expect to be over 15 minutes late, call us; we may offer another time or agree a shorter service and price.

We do not automatically charge a cancellation or no-show fee under this policy. Any future deposit and its cancellation conditions must be explained and accepted before payment. If we cancel a paid service and you decline the proposed alternative, we refund the affected undelivered service. Requesting or cancelling an appointment does not use package points.

Prices are in AED. We agree the service, total price, applicable VAT, discounts and any extra charge before you commit. Images illustrate possible results; individual outcomes vary. Use the website lawfully, provide accurate contact details and keep private booking-response links secure. External services have their own terms.

02 Payments refunds and complaints

Pay the agreed amount using the methods confirmed by the salon and retain your itemised receipt. Please report billing errors, duplicate payments, undelivered services, unsafe or defective services and concerns about the agreed result. We will assess the issue and provide the remedy required by law, which may include correction, safe re-performance, refund or compensation. There is no blanket no-refund rule.

A change of mind after a correctly completed service does not automatically create a refund entitlement. Unused prepaid services and packages are reviewed against the terms disclosed before purchase and applicable rights; there are no undisclosed retrospective penalties. Contact the manager on +971 52 745 6901. Please report treatment concerns promptly, preferably within 48 hours; this is not a legal claims deadline. We aim to acknowledge within 2 working days and update within 7 working days. You may also contact Sharjah consumer protection directly.

03 Information to share before treatment

Tell your therapist about relevant allergies, sensitivity, previous reactions, current skin or scalp concerns, medicines or skincare affecting treatment, and recent chemical, cosmetic or medical procedures in the area. Mention pregnancy, breastfeeding or a condition affecting healing, sensation or product tolerance where relevant. Share only information needed for the proposed service. Ask for a private conversation if preferred and update us at each visit.

Please follow product-specific patch or allergy-alert and strand-test instructions. A prior reaction needs reassessment and a required test cannot be waived. A negative screening test is not a guarantee of safety. We may postpone or decline an unsuitable service. Do not stop prescribed medicines on salon advice. Salon services do not replace medical diagnosis or care.

04 During your visit and afterwards

Agree your treatment and price, ask questions, and report burning, pain, swelling or unusual discomfort immediately. You may ask us to stop. Follow the specific aftercare provided and contact us about concerns; urgent medical care takes priority for serious symptoms. Treat staff and customers respectfully, supervise accompanying children and do not record others without permission. Keep valuables secure. Photography and marketing permission are separate and optional. Please provide honest feedback.

05 Packages membership and offers

Before purchase we state the fee, included services or benefits, points or sessions, validity, activation and expiry, eligible user, transfer conditions and exclusions. Your purchase record keeps those terms. Website enquiries do not activate purchases. Each package purchase has its own balance. Points or sessions are deducted only for services delivered; included prepaid services are not charged again. Extras need your agreement.

Use benefits within the period disclosed before purchase. Extension, cancellation and refund requests are reviewed against those terms and applicable rights, including when we could not supply the service. Expiry cannot remove mandatory remedies. A membership confirmation must state the monthly calculation, any spending conditions and carry-forward rule. There is no automatic renewal unless expressly agreed separately. Special-day and combined-offer exclusions apply only as disclosed before sale.

Each promotion states its validity, eligible services and any minimum spend. No general AED 110 minimum is imposed unless specified for that offer. We do not retrospectively reduce purchased benefits. If we permanently withdraw an agreed benefit, we discuss an agreed alternative or the remedy required by law.

Special offers marked Sp Offer cannot be combined with an additional membership discount. Any published plan or promotion also has its own disclosed terms.

06 Customer rights and policy changes

Nothing in these policies excludes responsibility or rights that cannot legally be excluded. UAE law and applicable Sharjah requirements govern. Changes apply prospectively from the updated effective date and do not silently reduce confirmed purchases or bookings. Customers remain free to contact the competent authorities or courts.

07 Privacy policy

Dew Buds Beauty Salon uses contact details, enquiries, appointment and treatment records, package balances, payment records and relevant messages to arrange services, keep required accounts and handle concerns. Limited health information is collected privately where needed for safety, with additional safeguards and permission where required. Do not put detailed medical information, identity documents, card numbers or one-time passwords into website or WhatsApp messages.

We process information on the applicable lawful basis, including service arrangements, legal obligations or valid consent. Booking contact details support proposals, confirmations, reminders and cancellations. They are not automatic permission to send advertising. Optional marketing and public photographs require separate choices and may be refused without affecting treatment. Reply STOP or contact the salon to withdraw marketing permission.

Access is restricted to authorised staff and necessary service providers, such as hosting, communications, IT and payment providers where used. We do not sell customer data. Disclosures may be made where legally required. WhatsApp and other providers may process information outside the UAE; applicable transfer rules and safeguards must be met. External providers also have their own notices.

We retain information only for justified service, legal and dispute purposes, then delete or anonymise it securely. Some financial or dispute records may need to remain after a deletion request. We use appropriate safeguards and access controls. Subject to law, you may request information about use, access, correction, deletion, restriction or objection and transfer where applicable. Contact the manager on +971 52 745 6901; we verify identity proportionately and explain any lawful restriction. You may complain to the competent authority.

08 Cookies and external content

You do not need to sign in to browse services or submit a guest enquiry. Essential first-party storage supports owner security, customer sign-in where used and your animation preference. Optional Google Analytics 4 is off until configured by the salon and allowed by you. Choosing Essential only does not affect browsing, enquiries or booking.

If you allow optional analytics, Google processes technical visit and device information and uses analytics cookies to help us understand public page visits, saved website enquiries, phone clicks and WhatsApp clicks. Our custom measurement events omit customer names, mobile numbers, email addresses, message text, request references and private response

links. URL query strings and fragments are excluded from the page locations we send. Customer-account, owner-settings and private-response pages do not load the analytics tag. Advertising personalisation and Google signals are disabled in this integration.

The dewbuds-analytics-consent-v1 local-storage entry remembers your analytics choice for up to 180 days. Analytics cookies beginning _ga may be stored for up to 180 days when you allow analytics. Use Cookie preferences on public pages to change or withdraw your choice; withdrawing disables measurement and removes this integration's analytics cookies where the browser permits. Browser privacy signals are respected. Analytics may be unavailable because of browser settings, blockers or network conditions.

The dewbuds-motion local-storage entry remembers your Pause animation choice on this browser. It has no automatic expiry and remains until you change the preference or clear this site’s browser storage. The site also respects your device’s reduced-motion setting.

For owner access only, Dew Buds sets the secure __Host-dewbuds-admin cookie after verification, lasting up to 60 minutes, and the __Host-dewbuds-enrol cookie during authenticator setup, lasting up to 10 minutes. These cookies support owner security. ChatGPT sign-in is used for owner access and has its own privacy and sign-in controls.

YouTube videos are not loaded until you choose Watch video. Loading a player connects to YouTube’s privacy-enhanced youtube-nocookie.com service, which may process your IP address and playback information. Maps, Google reviews and social profiles open as external links when selected. WhatsApp opens when you choose to continue there; you still review and send the message.

External providers have their own terms, privacy notices and storage practices. Use browser controls to manage site storage, Cookie preferences for optional analytics, and Pause animation for motion preferences. You may telephone +971 52 745 6901 if you prefer direct booking.

Questions about your visit or information?

Contact the salon manager on +971 52 745 6901 for booking, customer care or privacy enquiries.