

Client information sheet - colour and lightening services

NEW AND RETURNING CLIENTS

This information applies if you are having a permanent colour or lightening service, including colour or lightening product/ bleach highlights, applied to the hair on your head or ANY other area of your body (eg, eyebrows, eyelashes, beards etc).

While the vast majority of people who have their hair coloured experience no problems, a small number of people have the potential to develop an allergy to some hair dye ingredients. The use of hair dyes is strictly regulated and their ingredients are approved for use in hair colour in the UK, the EU and across the world. However, an allergy can develop over time so it is possible that you could have an allergic reaction even if you have not had one in the past.

As a professionally run salon/barbershop, we put your safety first.

We will always carry out an allergy alert test for new clients aged 16* or over, even if you have had your hair coloured before. We will check when returning clients last had an allergy alert test. If it was more than six months ago, we will arrange for another test to be done. Allergy alert tests must be done at least 48 hours in advance of your colour.

We will also carry out relevant industry tests for all new clients or existing clients who want a different chemical service, for example, colouring, bleaching / lightening. This will test the condition of your hair, the compatibility of previous products or services and confirm what the final result of the service will be. A test cutting and strand test may be suggested as this is the most effective way of finding out what the end result will look and feel like without risking your hair.

We will ask you to answer the questions on the back of this page and sign a consultation, allergy alert and industry tests record card to confirm that you have answered them to the best of your knowledge. Your stylist or therapist will also sign the record and confirm whether an allergy alert test or other industry tests will be needed before the service can go ahead.

We will ask new clients for your consent to keep your colour records for six years for your safety.

If you have a reaction to hair colour or to an allergy alert test, you must seek medical advice.

Thank you!

**Sorry, manufacturers advise that hair colourants (including highlights) cannot be used on anyone aged under 16, so we can't provide colour services for this age group.*

CONSULTATION, ALLERGY ALERT AND INDUSTRY TESTS RECORD CARD QUESTIONS

The following questions will be asked each time you have your hair coloured (including highlights, eyebrows, eyelashes, beards etc) to help your stylist or therapist decide whether an allergy alert test is needed.

For a reminder about why allergy alert tests are important, please see the information on the other side of this sheet.

Questions for NEW clients

- Q1** Are you under 16? *
- Q2** Have you ever had an allergic reaction to hair colour? *
- Q3** Have you got a sensitive, irritated or damaged scalp? *
- Q4** Have you had any type of skin tattoo, including a temporary 'black henna' tattoo or permanent make-up, since your last colour?
- Q5** Is this the first time you have had your hair coloured in this salon?
- Q6** Have you had an allergic reaction to any products except hair colour since your last colour?

Questions for stylists/therapists for

Q7 EXISTING client checks

- Is it more than 6 months since your client last had their last colour (self or professional)?
- Is it more than 6 months since your client last had an allergy alert test?
- Has the client had a tattoo, henna or black henna tattoo or permanent make-up since their last colour?
- Has the client had an allergic reaction to any products except hair colour since their last colour?

Q8 Are you changing brand, brand product range or service?

Thank you!

**Sorry, we can't provide colour services for under 16s (question 1). For your own protection if the answer to questions 2 or 3 is yes, we can't provide you with a colour service. We recommend that you seek advice from your GP or dermatologist, who will need to provide written consent for us to provide you with colour services in future. If the answer to questions 4, 5, 6, 7 or 8 is yes, your stylist/therapist will arrange an allergy alert test to be done at least 48 hours in advance of your colour service.*

Provided by the UK's largest trade association for hair salons, barbershops and beauty salons



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