



## GENERAL

### **How does the WalkingRed beauty at home service work?**

Visit [www.walkingred.com](http://www.walkingred.com) or download the WalkingRed app and fill in our quick and easy profile form to register. Then follow the booking steps to make your first appointment. Select the service and the WalkingRed Artist of your choice. After booking your appointment you will receive a confirmation e-mail with the name of your Artist and your appointment details.

### **What are your hours of operation?**

Our customer support line 020 3868 7994 is manned from 8am – 10pm daily. Please leave a voicemail out of these hours or if the line is busy, one of our team members will be in touch ASAP. Alternatively you can email [customerservice@walkingred.com](mailto:customerservice@walkingred.com) for any queries.

### **What services does WalkingRed offer?**

At the moment, WalkingRed offers hair styling, make-up, manicures, pedicures, lashes, facials, waxing, massage, and personal training. We will be adding more services, so register via the customer profile form on our website or app to be alerted when we add new services.

### **What areas and locations do you service?**

Our WalkingRed Artists can come to your home, office, hotel or wherever you need us. We have been known to serve appointments in gym dressing rooms and at events! Currently we service London, Surrey and Essex. We have plans to expand to other countries and cities, so sign up and we will notify you know as soon as this happens.

### **Are your stylists vetted?**

Every WalkingRed Artist is fully qualified, insured and complies with our high service standards. We screen and certify each professional in person. All have passed our CRB checks, are fully insured and we regularly collect feedback to ensure you receive the best service.

### **Can I choose my Artist?**

Yes, you can view the availability of a specific artist and select a specific artist.

### **My appointment is pending, what does this mean?**

A pending appointment means that it has been received and is awaiting acceptance by a WalkingRed Artist. Once the appointment is confirmed is an Artist is allocated.



## PROMOTIONAL CODES AND LOYALTY PROGRAMS

### **I have used a promotional code to book a service and I have had to cancel, the credit is not showing up in my booking; what do I do?**

Please email [customerservice@walkingred.com](mailto:customerservice@walkingred.com) with the details of your cancelled booking and historic promotional or referral code(s) used so your credit can be reinstated. Alternatively call Customer Support team on 020 3868 7994 between 8am-10pm daily.

### **I have a promotional code, how do I use it?**

Either select the menu in the app and select "promo codes", or enter your promo code at checkout as the final step when making your booking. Your credit will be applied instantly.

### **I've been referred by a friend, where do I enter this code?**

You must enter your referral code when you register to use the app. Alternatively call Customer Support team on 020 3868 7994 between 8am-10pm daily.

### **I've referred a friend, when do I get my credit?**

You receive your referral credit once your friend has made and completed their appointment.

## CANCELLATIONS AND REFUNDS

### **What is your cancellation policy?**

We operate a 48 hour cancellation policy so you will be charged the full price of your appointment should it fall within this window.

### **How do I cancel my appointment?**

You can cancel the appointment via the "Bookings" section of your account or e-mail [customerservice@walkingred.com](mailto:customerservice@walkingred.com). Alternatively please telephone the customer support team on 020 3868 7994 (between 8am-10pm daily).

### **How do I amend my appointment?**

Please e-mail [customerservice@walkingred.com](mailto:customerservice@walkingred.com) or telephone the customer support team on



020 3868 7994 (between 8am-10pm daily) stating the following information:

- a) the current appointment details;
- b) the postcode of the appointment; and
- c) the date and time you wish to move to.

We will email you to confirm the changes, if in rare cases we are not able to accommodate your request, we will call you to discuss an alternative. Please note that your amendments will be subject to our cancellation policy.

## GENERAL BOOKING QUERIES

### **How long do Blow + Make-Up appointments last?**

Each booking is bespoke. Generally, including set-up, the duration for a Blow Dry + Make-Up appointment usually last 90 mins to 2 hours. Please have a image(s) of your desired look to hand when your stylist arrives.

### **I have booked a blow dry appointment, what happens next?**

The stylist will arrive at your location at the scheduled time. The artists will need for you to be seated next to a power socket so they can plug in their tools. Please have in mind which style you would like.

### **I have booked a make-up appointment; can my own make-up be used?**

The make-up artists arrive with an extensive kit of premium cosmetics, but of course you can advise them to use your own products should you wish.

### **I have booked a manicure appointment, what happens next?**

The artist will arrive at the scheduled time with all the tools and products needed for your appointment. They will need you to be seated at a table in good light and access to a sink and running water. For gel manis and pedis, the artist will need a power socket to plug in the curing lamp.

### **I have booked a pedicure appointment, what happens next?**

The artist will arrive at your location at the scheduled time with all the tools and products needed for your appointment. All they require is for you to be seated ideally on a comfortable chair where they can face you and for you to wear clothing on your lower body that can be rolled up to the knee. The artist will need access to running water and, if it is a gel pedicure, a plug socket for the curing lamp.

### **I have booked a blow dry appointment; do I need to have wet hair?**



No you do not need wet hair, all we ask is that your hair is clean. Our stylists are trained to expertly style dry hair and can dampen it if necessary.

**I have booked a massage appointment; what happens next?**

The artist will arrive at your location at the scheduled time with all the tools and products needed for your appointment. All they require is for you to have a clear area to set up their massage table.

**I have booked a waxing appointment; what happens next?**

The artist will arrive at your location at the scheduled time with all the tools and products needed for your appointment. All they require is for you to be seated with good lighting and/or flat surface where you can lay down (if necessary). Also the artist will need to have a power socket to plug in the waxing pots.

**Is a tip included?**

A tip is not included however on completion of the service please feel free to tip your artist.

**I want to add a service to my existing booking**

The WalkingRed Team can be reached on 020 3868 7994 or [customerservice@walkingred.com](mailto:customerservice@walkingred.com) between 8am-10pm daily who will action this for you.

**I wish to have multiple appointments for a group**

Please contact the WalkingRed Team on 020 3868 7994 or [customerservice@walkingred.com](mailto:customerservice@walkingred.com) between 8am-10pm daily.

**Are there any corporate or group discounts?**

Yes we offer corporate and group discounts. Please contact the WalkingRed Team on 020 3868 7994 or [customerservice@walkingred.com](mailto:customerservice@walkingred.com) between 7am-8pm daily who can discuss options with you.

## LATE CUSTOMERS/STYLISTS

**I have booked an on demand appointment and I am running late, what do I do?**

Stylists can only wait for a maximum of 20 minutes after your scheduled appointment time due to other commitments.

Please note, we have a 48 hour cancellation policy so you will be charged the full price of your appointment should it fall within this window.



**My stylist is late, how can I contact them?**

Please call the WalkingRed team on 020 3868 7994 who will get in contact with your stylist.

## APP AMENDMENTS

**My address is wrong in the app, how do I change it?**

Please call the WalkingRed team on 020 3868 7994 who will inform your stylist. Also you can email us your new address at [customerservice@walkingred.com](mailto:customerservice@walkingred.com)

## MONEY

**How Are Payments Processed?**

Your debit or credit card will be charged automatically once your treatment has been accepted. We use a safe and secure world leading third party payment processing service.

**My appointment was cancelled, when should I expect a refund?**

If your appointment was cancelled because there were not any available stylists to accept this booking, we will not have charged your card.

If your appointment was cancelled for another reason and a stylist had confirmed the appointment, the WalkingRed team will process the refund. Refunds generally take 5-10 business days to appear in your account, which is due to a banks' refund policy. We are not able to speed up this process since the client's bank sets this policy.

## COMPLAINING

**I wish to make a complaint, how do I do so?**

Our customer services team is available from 8am -10pm 7 days a week on 020 3868 7994. If you are outside of those hours or wish to make a written complaint, please e-mail [customerservice@walkingred.com](mailto:customerservice@walkingred.com).



## SOCIAL MEDIA

### **Are you on social media?**

Yes please follow us on:

**Instagram:** @walkingredglobal

[Facebook click here](#)

**Twitter:** @walkingedsday

## RECRUITMENT

### **I would like to join the WalkingRed Artist team!**

We are always seeking talented artists to join our team of Artists. Send your CV and images of your work (if applicable) to [careers@walkingred.com](mailto:careers@walkingred.com).