

Terms of Service

EMBU Hair

Website: <https://embuhair.com>

Business Email: info@embuhair.com

Business Phone Numbers:

Kingsway Location: 416-233-7272

Junction Location: 416-604-2200

SMS Phone Number: 437-475-7272

Business Addresses:

Kingsway Location

3018 Bloor Street West

Toronto, Ontario M8X 1C4

Canada

Junction Location

3038 Dundas Street West

Toronto, Ontario M6P 1Z3,

Customer Location: Toronto, Ontario, Canada

Description of Services: EMBU Hair provides professional hair salon services, including haircuts, styling, colour services, chemical services, bridal services, extensions, consultations, appointment booking, customer communication, and related salon services.

Appointment Booking: EMBU Hair uses Insight Salon Software / Salon BOS through salon-software.com for appointment booking.

Communications: EMBU Hair may use GoHighLevel / LeadConnector to manage customer communications, including SMS, email, phone calls, missed-call callbacks, voicemail-related communications, customer follow-ups, and appointment-related messages.

Message Frequency: Message frequency may vary based on appointment activity, customer inquiries, booking status, missed-call callbacks, and service-related communication.

Types of Messages: Customers may receive appointment confirmations, appointment reminders, booking updates, cancellation notices, missed-call follow-ups, customer service replies, salon service updates, review requests, and occasional salon-related updates where permitted.

Privacy Policy: <https://embuhair.com/pages/privacy-policy>

Terms of Service

These Terms of Service govern your use of the EMBU Hair website, salon services, booking systems, communication channels, and related customer service tools.

By using the EMBU Hair website, booking an appointment, contacting EMBU Hair, visiting one of our salon locations, or communicating with EMBU Hair by phone, email, SMS, voicemail, missed-call callback, or other communication channels, you agree to these Terms of Service.

If you do not agree with these Terms of Service, please do not use the EMBU Hair website, booking tools, or services.

Agreement to Terms

By accessing or using the EMBU Hair website or services, you agree to be bound by these Terms of Service and the EMBU Hair Privacy Policy.

These Terms apply to all website visitors, customers, clients, appointment holders, and individuals who communicate with EMBU Hair.

EMBU Hair may update these Terms from time to time. Continued use of the website, booking systems, communication channels, or salon services after updates are posted means you accept the updated Terms.

Description of Services

EMBU Hair provides professional salon services in Ontario, Canada.

Services may include:

- Haircuts
- Hair styling
- Colour services
- Chemical services
- Bridal services
- Hair extensions
- Consultations
- Appointment booking
- Customer support
- Salon-related communications
- Product-related information where applicable

EMBU Hair operates salon locations in Toronto, Ontario.

EMBU Hair may use online booking tools, customer relationship management systems, email, phone, voicemail, missed-call callbacks, and SMS communications to support appointment booking, customer service, and salon operations.

Appointment Booking

EMBU Hair uses Insight Salon Software / Salon BOS through salon-software.com for appointment booking.

When you book an appointment, you may be asked to provide personal information such as your name, phone number, email address, requested service, preferred location, preferred stylist, appointment date, appointment time, and other details needed to complete the booking.

You are responsible for ensuring that the information you provide is accurate and current.

Appointment availability is not guaranteed until the booking has been confirmed.

EMBU Hair may contact you by phone, email, SMS, voicemail, or missed-call callback regarding your appointment.

User Responsibilities

By using EMBU Hair's website, booking tools, communication channels, or salon services, you agree to:

- Provide accurate and current information
- Use the website and booking tools for lawful purposes only
 - Treat EMBU Hair staff respectfully
 - Attend appointments on time
- Notify EMBU Hair if you need to change or cancel an appointment
- Avoid submitting false, misleading, abusive, or harmful information
- Avoid interfering with the website, booking tools, communication systems, or business operations

You are responsible for any information you submit to EMBU Hair through the website, booking systems, forms, email, SMS, phone calls, voicemail, or in-person communication.

Acceptable Use

You agree not to use the EMBU Hair website, booking tools, communication channels, or services to:

- Violate any applicable law or regulation
- Submit false or misleading information
- Harass, abuse, threaten, or harm EMBU Hair staff or other customers
 - Attempt to gain unauthorized access to EMBU Hair systems
 - Interfere with website functionality or business operations
 - Send spam, malicious software, or harmful content
- Misuse booking, communication, or customer service systems
- Copy, scrape, or misuse website content without permission

EMBU Hair reserves the right to refuse service, cancel appointments, restrict access, or take appropriate action if these Terms are violated.

Payments & Billing

Some EMBU Hair services may require payment, deposits, or other charges.

Prices, deposits, service fees, and payment requirements may vary depending on the service, stylist, appointment type, location, or booking details.

Where applicable, payment or deposit details may be processed through third-party payment, booking, or salon software providers.

You are responsible for paying all applicable charges for services you book or receive.

EMBU Hair may update pricing, service fees, deposit requirements, cancellation policies, or payment terms from time to time.

Any payment, deposit, cancellation, or no-show policy provided at the time of booking or communicated by EMBU Hair applies to your appointment.

SMS Messaging Terms

EMBU Hair offers SMS messaging to support customer communication, appointment booking, appointment reminders, missed-call callbacks, customer service, and salon-related updates.

When you opt in to receive SMS messages from EMBU Hair, you may receive appointment confirmations, appointment reminders, appointment changes, cancellation notices, missed-call follow-ups, customer service replies, booking-related messages, review requests, and occasional salon-related updates where permitted.

Consent to receive SMS messages is not a condition of purchase.

You can cancel the SMS service at any time. Just text STOP to 437-475-7272. After you send the SMS message STOP to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time and we will start sending SMS messages to you again.

If you are experiencing issues with the messaging program you can reply with the keyword HELP for more assistance, or you can get help directly at info@embuhair.com or 416-233-7272.

Carriers are not liable for delayed or undelivered messages.

As always, message and data rates may apply for any messages sent to you from us and to us from you.

You will receive messages on an appointment-based and customer-service basis. Message frequency may vary depending on your appointments, inquiries, missed-call callbacks, booking activity, and communication with EMBU Hair. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

If you have any questions regarding privacy, please read our Privacy Policy:

<https://embuhair.com/pages/privacy-policy>

EMBU Hair does not share SMS consent with affiliates or third parties for marketing or promotional purposes.

No mobile information will be shared with third parties or affiliates for marketing/promotional purposes.

Text messaging originator opt-in data and consent will not be shared with any third parties, except for aggregators and providers of the Text Message services.

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes. Information sharing to subcontractors in support services, such as customer service is permitted. All other use case categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

Customer opt-in data is never sold, rented, or shared for marketing.

Email, Phone, Voicemail, and Missed-Call Communications

EMBU Hair may contact customers by email, phone, voicemail, missed-call callback, or other communication channels for service-related and customer support purposes.

These communications may include:

- Appointment confirmations
- Appointment reminders
- Appointment changes
- Cancellation notices
- Customer service responses
- Missed-call follow-ups
- Consultation-related communication
- Salon service updates
- Review requests
- Other service-related messages

By providing your contact information to EMBU Hair, you agree that EMBU Hair may contact you using the information you provide, subject to applicable law and your communication preferences.

You may opt out of promotional communications where applicable.

Service-related communications may still be sent when necessary to manage appointments, respond to requests, or provide customer support.

GoHighLevel Platform Use

EMBU Hair may use GoHighLevel / LeadConnector as a customer relationship management, funnel, automation, and communications platform.

GoHighLevel may be used to help EMBU Hair manage:

- Contact information
- Customer inquiries
 - Website forms
 - Conversations
 - SMS messages
- Email communications

- Phone call activity
- Missed-call callbacks
- Voicemail-related communications
 - Automation workflows
- Appointment-related communication
 - Customer follow-up tasks

Users may receive emails, phone calls, voicemail-related communications, missed-call callbacks, and SMS messages through this system.

Consent is required before EMBU Hair sends SMS messages where required by law.

GoHighLevel acts as a data processor/platform for EMBU Hair and supports communication and customer management functions on behalf of EMBU Hair.

Third-Party Services

EMBU Hair may use third-party platforms and service providers to support website functionality, booking, communications, salon operations, customer service, and related business activities.

These may include:

- GoHighLevel
- GoHighLevel / LeadConnector
- Insight Salon Software / Salon BOS through salon-software.com
 - Aveda
 - Shop Beauty
 - Facebook
 - Instagram
- Email service providers
- Phone service providers
- SMS service providers
 - Voicemail systems
- Customer communication service providers

Third-party providers may process information only as needed to support the services they provide to EMBU Hair.

EMBU Hair does not authorize third-party providers to sell customer information.

EMBU Hair does not authorize third-party providers to use SMS opt-in data for their own marketing purposes.

SMS consent is not shared with affiliates or third parties for marketing or promotional purposes.

Intellectual Property

All content on the EMBU Hair website, including text, images, graphics, logos, service descriptions, branding, layout, design elements, and other materials, is owned by or licensed to EMBU Hair unless otherwise stated.

You may view and use the website for personal, non-commercial purposes.

You may not copy, reproduce, modify, distribute, display, publish, sell, or exploit any website content without written permission from EMBU Hair.

Use of the EMBU Hair name, logo, branding, images, or website content without permission is prohibited.

Disclaimers

EMBU Hair makes reasonable efforts to keep website information, service descriptions, booking details, and communication accurate and current.

However, EMBU Hair does not guarantee that all website content, service information, pricing, appointment availability, or other information will always be complete, current, or error-free.

Salon services, results, timing, availability, and suitability may vary based on hair type, hair condition, service history, stylist assessment, customer preferences, and other factors.

Information provided on the EMBU Hair website or through customer communications is for general informational and service-related purposes only.

EMBU Hair does not guarantee specific results from any salon service.

Your use of the website, booking systems, communication channels, and services is at your own discretion.

Limitation of Liability

To the fullest extent permitted by law, EMBU Hair, its owners, employees, contractors, service providers, and representatives are not liable for any indirect, incidental, special, consequential, or punitive damages arising from your use of the website, booking tools, communication systems, or services.

This includes, but is not limited to, damages related to:

- Website errors or interruptions
 - Booking system availability
 - Communication delays
- Delayed or undelivered SMS messages
 - Appointment availability
 - Third-party platform issues
- Service expectations or outcomes

- Unauthorized access beyond EMBU Hair's reasonable control

EMBU Hair's liability, where liability cannot be excluded, is limited to the amount paid by you for the specific service giving rise to the claim, to the extent permitted by applicable law.

Nothing in these Terms limits rights that cannot be limited under applicable law.

Indemnification

You agree to indemnify and hold harmless EMBU Hair, its owners, employees, contractors, service providers, and representatives from any claims, damages, liabilities, costs, or expenses arising from:

- Your use of the website
- Your use of booking tools
- Your use of communication channels
- Your violation of these Terms
- Your submission of false, inaccurate, or misleading information
 - Your misuse of EMBU Hair services or systems
 - Your violation of applicable laws or third-party rights

This obligation applies to the fullest extent permitted by law.

Termination

EMBU Hair may suspend, restrict, or terminate access to the website, booking tools, communication channels, or services if you violate these Terms or misuse EMBU Hair systems or services.

EMBU Hair may refuse service, cancel appointments, or restrict communication where necessary to protect staff, customers, business operations, or legal rights.

You may stop using the website or services at any time.

SMS communications may be cancelled at any time by replying STOP.

Governing Law

These Terms of Service are governed by the laws of the Province of Ontario and the applicable laws of Canada.

Any disputes related to these Terms, the EMBU Hair website, booking systems, communications, or services will be handled in Ontario, Canada, unless applicable law requires otherwise.

Changes to Terms

EMBU Hair may update these Terms of Service from time to time to reflect changes in business practices, services, booking systems, communication tools, legal requirements, or third-party platforms.

Any updates will be posted on the EMBU Hair website with a revised "Last Updated" date.

Continued use of the website, booking systems, communication channels, or EMBU Hair services after updates are posted means you accept the updated Terms.

Contact Information

For questions about these Terms of Service, please contact:

EMBU Hair

Website: <https://embuhair.com>

Privacy Policy: <https://embuhair.com/pages/privacy-policy>

Email: info@embuhair.com

SMS Number: 437-475-7272

Support Phone: 416-233-7272

Toll-Free Number: Not available

Kingsway Location

3018 Bloor Street West

Toronto, Ontario M8X 1C4

Canada

Phone: 416-233-7272

Junction Location

3038 Dundas Street West

Toronto, Ontario M6P 1Z3

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Phone: 416-604-2200

Email: embujunction@gmail.com

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