TERMS and CONDITIONS

Presented by BANTU CLTR

jordy@cltr.co.za +27 78 356 2462 233 Florida Road, Morningside

Last updated: 21 October 2026
By booking with CLTR, you agree to these terms.

1. Bookings
1.1 All bookings are made on our website or via WhatsApp on +27 78 356 2462. A booking is only confirmed once we confirm it back to you and the payment has been made.
1.2 It is highly advisable to book your cut so the barber is prepared and you can fully experience our service.
1.3 Give us your correct name and number. We use these to confirm, reschedule or contact you about your appointment.
1.4 Service times are estimates. Hair type, length and style can change the duration.
1.5 Prices are in South African Rand (ZAR). "From" prices (Bleach, Colour) are a starting point. The final price is confirmed before we begin, as it depend on the consultation.

2. CLTR PRIME and Add-On Services
2.1 Book at least 24 hours ahead where possible. Same-day bookings depend on availability.
2.2 To cancel or reschedule, give us at least 12 hours' notice via WhatsApp.
2.3 Cancellations with less than 12 hours' notice, or no-shows, may affect future bookings.

3. CLTR LUX Services
3.1 CLTR LUX services (Adult Luxury Cut and Luxurious Razor Bald Cut) must be booked at least 3 days before the appointment date.
3.2 CLTR LUX bookings are non-refundable. This applies to cancellations, no-shows and early departures.
3.3 Rescheduling is only possible at our discretion, and only if you ask at least 48 hours before your appointment.

4. Late Arrival
4.1 We hold your chair for 15 minutes. If you arrive more than 15 minutes late, the appointment is treated as used. This applies to all services.
4.2 We may offer a shortened service or a new booking, at our discretion and subject to availability and full payment. No refund applies.
4.3 If you arrive late and we can still fit you in, the service ends at the originally booked time.

5. Payment
5.1 Payment is due at the end of the service, for the walk-in client. We accept cash, card and EFT.
5.2 Payment is directly collected after online booking.
5.3 EFT payments must reflect before you leave.
5.4 Prices may change without notice. The price confirmed at booking applies to your appointment.

jordy@cltr.co.za +27 78 356 2462 233 Florida Road, Morningside

6. Behaviour in the Salon

BANTU CLTR is a space built on respect. We expect the following from everyone who walks in:

6.1 Treat barbers, staff, other clients and other practitioners in the shared facility with respect.

6.2 No abusive, threatening, discriminatory or harassing language or behaviour, in person or on WhatsApp.

6.3 No intoxication, drug use or smoking inside the salon.

6.4 No weapons or illegal items.

6.5 Keep noise and phone use reasonable. Take calls outside.

6.6 Do not damage equipment or property. You are liable for any damage you cause.

6.7 We may refuse or stop service, with no refund, for any breach of this section.

7. Children

7.1 Children must be accompanied by a parent or guardian, who stays responsible for their behaviour and safety.

7.2 Kids' Cut bookings are for children only, to the age of 17. Adults use the Adult Cut.

8. Health, Hygiene and Allergies

8.1 Tell us before your service about any skin condition, allergy, sensitivity, open wound, infection or contagious condition. We may decline or adjust a service for safety.

8.2 Do not book a service if you have a contagious condition. If we refuse service for this reason, no refund applies on all bookings.

8.3 We use clean, sanitised tools for every client.

8.4 Bleach and Colour carry risks, including skin irritation and uneven results. We may recommend a patch test, and you may be asked to sign off before we begin.

8.5 Results from Bleach and Colour depend on your existing hair and cannot be guaranteed.

9. Our Service Standard

9.1 We perform all services with reasonable care and skill.

9.2 If you are unhappy with your service, tell us before you leave so we can put it right if possible. We do not offer refunds for personal style preference after the service is completed.

9.3 Complaints raised later are considered case by case.

10. Personal Belongings

10.1 You are responsible for your belongings. CLTR accepts no liability for loss, theft or damage to personal items on the premises.

11. Photos and Social Media

11.1 We may photograph or film your cut for CLTR's social media and marketing. Tell us if you do not want to appear and we will not use your image.

12. Privacy (POPIA)

12.1 We collect your name, phone number and booking details only to manage your appointment.

12.2 We do not sell or share your information, except where required by law.

12.3 You may ask us to see, correct or delete your information by emailing jordy@cltr.co.za.

13. Changes to These Terms

13.1 We may update these terms at any time. The version on our website at the time of booking applies.

14. Governing Law

14.1 These terms are governed by the laws of the Republic of South Africa.

Contact

233 Florida Road, Morningside | WhatsApp +27 78 356 2462 | jordy@cltr.co.za