

The image shows a close-up of a female esthetician in a white polo shirt applying a thick white facial mask to a client's face. The client is lying back with her eyes closed and wearing a grey hairnet. The esthetician is using a pink spatula to apply the mask and a metal tool to smooth it. The background is a blurred salon environment.

NHBF

National Hair &
Beauty Federation

PROFESSIONAL CODE OF CONDUCT

INDEPENDENT CONTRACTORS (CHAIR/
ROOM/SPACE RENTERS) WORKING IN A
SALON/BARBERSHOP (2024)

PROFESSIONAL CODE OF CONDUCT

INDEPENDENT CONTRACTORS (CHAIR/ROOM/SPACE RENTERS)
WORKING IN HAIR, BEAUTY, AESTHETIC SALONS AND BARBERSHOPS



NHBF Members will:

- Always place the welfare of clients above any other consideration.
- Not bring any of the industries within the hair and beauty sector into disrepute.
- Aim to uphold professional standards and follow the NHBF good practice guidelines set out below.

INSURANCE



- Although not a legal requirement, public liability insurance is essential for any business. It covers the cost of claims made by customers and/or the members of the public that occur in connection to your business activity.
- Check with your insurance provider that you are covered for the service, treatments and procedures you undertake.
- Self-employed contractors should discuss their individual requirements with their insurance provider.
- The law says that if you employ at least one person you must have employers liability insurance to provide protection for your employees, if they get injured or become ill as a result of working for you.

QUALIFICATIONS, TRAINING & LICENCES



You must ensure:

- Self-employed contractors should hold relevant foundation regulated **qualifications** or 5 years plus hands on experience with relevant training for the services, treatments or procedures they provide and the equipment and tools they use.
- You commit to keeping up to date with **regular training and CPD** (continuing professional development).
- You are registered with your local authority, if required, for the services, treatments or procedures you provide.

SELF ASSESSMENT TAX



You must:

- Keep accurate records of your incomings and outgoings.
- File your Self Assessment tax returns on time.
- Meet the deadlines for paying for your Self Assessment tax bills.

HEALTH & SAFETY

(HAIR & BEAUTY)



You must ensure:

- You have a copy of the NHBF health & safety guidelines.
- You wear appropriate personal protective equipment, for example, gloves (nitrile or vinyl, not latex) for wet work, providing colour services, pedicures, shaving or intimate treatments.
- Your tools and equipment are maintained to ensure the health & safety of clients, visitors and other people working in the salon.
- Rigorous hygiene and cleanliness routines are followed, for example, equipment and tools such as clippers, tweezers, brushes and combs must be sterilised.
- Sharps boxes are provided for safe disposal of razors, needles and other sharp objects.
- You follow instructions for the safe use of equipment, materials and products.



SALON STANDARDS



You must ensure:

- Your work area is clean and tidy.
- Your towels and other protective materials (eg gowns, neck paper) are either single use or washed after each client.
- Your uniform or clothing is clean.
- You dispose of clinical waste appropriately.
- Your services, treatments and procedures are completed to a high standard.
- You provide a consistently high standard of **customer service** and behave professionally at all times.



ALLERGY ALERT & INDUSTRY TESTS - HAIR COLOUR



You must ensure:

You carry out allergy alert tests for hair colour, eyebrow colour or eyelash tinting to check for possible allergies to PPD at least 48 hours in advance, as set out in the NHBF consultation, allergy alert and industry tests (**hair** or **beauty**) and the **NHBF/CTPA protocols** and **FAQ's**.

- Your clients are advised to seek medical advice if there are any contra-indications.
- You explain to clients that allergy alert tests are carried out for their safety and demonstrate that you are working to professional standards.
- Relevant industry tests should be completed for all chemical services as detailed in the consultation, allergy alert and industry tests guide.

CONSULTATION



You must ensure:

- You carry out thorough consultations.
- **Healthcare questionnaires and client consultations** are completed (where applicable) for beauty and aesthetic clients.
- You clearly explain services, treatments and procedures to clients in advance, for example, what is involved, the cost, the time it will take (especially if the services, treatments and procedures involves multiple visits), its purpose, its benefits, any possible side effects or after-effects, any limitations and any contra-indications which indicate that a service or treatment is not suitable.
- You protect the welfare of vulnerable clients, for example, emotional state, mental health (including body dysmorphia), learning difficulties, physical disabilities, ageing and people whose first language is not English.
- You keep client data is kept strictly **confidential** and **GDPR-compliant**.
- You retain consultation and health records for at least six years.



AGE RESTRICTIONS



Please note: beauty treatments should not be recommended for under-16s except earlobe piercing (one hole, stud and gun), waxing, facials, manicures and pedicures.

In addition, you must ensure:

- You clearly explain any risks to the client.
- For under 16-year-olds and vulnerable adults, you obtain written permission from a parent or legal guardian who should also be present during the treatment.
- You never apply hair colour products containing PPD or similar chemicals to anyone aged under 16.
- You do not offer the following beauty treatments to under-18s: aesthetic treatments such as injectables, UV tanning, intimate waxing, IPL, micropigmentation and microblading.

ADVERTISING, PROMOTION & PRICING*



You must ensure:

- Your **advertising** and promotions are clear, complete and not misleading about price, value, availability, quality or the benefits of the products, services or treatments being offered.
- You provide clear descriptions of services, treatments and what's included in the price.
- Your prices and accepted methods of payment are clearly displayed.
- No additional charges are made for payment by credit or debit card, or other payment methods such as PayPal (this is against the law).
- You have a clear **cancellation or 'no-show' policy**.
- If you sell goods or equipment* such as hair straighteners or hairdryers in the salon or online, or if you offer contracts or credit arrangements,* you meet the legal requirements.
- You obtain permission in advance if you use an image of an individual who could be identified in your advertising, promotion or publicity materials.
- Where possible, you use **gender-neutral** price lists so it is clear to clients that prices are the same for men and women and vary only because of the time taken and the products used, not because of gender differences.

COMPLAINTS



You must ensure:

- You have a **complaints policy**.
- You direct any clients with unresolved complaints to **Hair & Beauty Mediation**, a certified alternative dispute resolution provider* (as required by the Consumer Rights Act 2015).





PROFESSIONAL PRIDE

You must ensure:

- Use the NHBF logo on your printed and online materials (following NHBF brand guidelines) to show your clients that you belong to a trade association which sets high professional standards.
- Seek feedback from your clients to identify how you can improve the services and treatments you offer.

*The following are available to NHBF Members:

- All chair, space and room renters should have a clear and agreed contract with the salon or barbershop owner as detailed in the guide to [Chair, space and room renting for self-employed contractors](#).
- [Qualifications and age restrictions fact sheet](#).
- Health & safety guidelines for people working in salons ([hair](#) or [beauty](#))
- [GDPR and data protection toolkit](#).
- Guides on consultation, allergy and industry tests ([hair](#) and or [beauty](#)).
- [Beauty healthcare questionnaires and client consultation forms](#).
- [Guide to advertising law](#).
- [Guide to no-shows and late cancellations](#).
- [Guide to handling complaints](#).
- [Guide to the law on selling products and services](#).
- [Hair & Beauty Mediation service](#).

NAVIGATING CLIENT REFUSAL IN UK SALONS: LEGAL & ETHICAL CONSIDERATIONS



As salon owners and practitioners, we often face challenging situations that require us to balance legal obligations, ethical considerations, and client welfare.

One such situation is when we might need to refuse service to a client.

Here are some key points to consider:

- **Clear Policies:** Establish and communicate clear, non-discriminatory policies for service refusal.
- **Consistent Application:** Apply these policies uniformly to all clients.
- **Professional Communication:** If you must refuse service, communicate the reason clearly and professionally.
- **Documentation:** Keep records of refusals and the reasons behind them.
- **Continuous Education:** Stay informed about legal requirements and industry best practices.
- **Inclusivity:** Foster an inclusive environment that welcomes all clients, regardless of their background or identity.
- **Seek Advice:** When in doubt, consult with legal professionals or industry bodies like the NHBF.

THE NHBF IS HERE FOR YOU:

As a Member you'll always have someone to turn to for help, information and advice. This includes free practical support and guidance for managing people and running your business, crucial 24/7 legal lifeline, free chair, space and room renting agreements, valuable discounts on business essentials including insurance and free 24/7 commercial law support.

Find out more: www.nhbf.co.uk

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