

## **Salon Policies**

### **BOOKINGS AND CANCELLATIONS**

A non-refundable booking fee will be required to secure all appointments. If you are paying with a gift voucher, please call the salon with the voucher number and this will be redeemed as the booking fee and the booking fee terms/cancellation policy will be applied to the voucher.

If you are unable to attend an appointment and wish to cancel or change it, you must call us on 02381 122288 within 48 hours. Such like requests are unable to be dealt with on social media or by email.

Clients who provide less than 24 hours notice will incur a charge of 50% of the treatment cost to cover loss of earnings.

Any missed appointments will be deemed as a 'no show' and will incur a 100% cancellation fee.

Booking fees are transferable to another date if 48 hours notice is given

### **PATCH TESTS**

Any lash or brow treatments (except waxing) require a patch test to be carried out 48 hours prior to your treatment. There are no circumstances where a treatment will continue without a patch test.

If you have any irritation or reaction you must inform us straight away and the treatment will not be able to go ahead.

### **MEDICAL CONDITIONS**

If you have any changes in medical conditions or medication on a return visit, please ensure you notify your therapist, this includes pregnancy. Some treatments may need to be altered or may not be appropriate for you.

## **GIFT VOUCHERS**

Gift vouchers are valid for a period of 6 months and the expiry date is stated on the voucher. Gift vouchers cannot be redeemed for cash. Gift vouchers must be handed to the therapist upon checkout.

## **UNSATISFACTORY TREATMENTS**

Upon the event you are unsatisfied with the outcome of your treatment we will fix any issues within 7 days of the original treatment date with the original therapist, however, no monetary refunds on treatments will be given.

Where possible we will request you send photographic evidence of the issue