

# Booking Policy



## Please read before booking an appointment.

Due to the high demand of treatments. I am introducing an updated booking policy, please bare these in mind when booking an appointment.

I made the decision to offer FREE consultations as due to the nature of the services I offer, I believe it is my patients right to have the freedom to enquire and discuss their treatment before going ahead and ensure that they meet the suitability criteria.

Whilst this is the case there seems to be an increasing number of last-minute cancellations, which for the most part is unforeseeable and cannot be helped. Life gets busy, things happen and I totally understand that, especially as a mother of 3 girls (help me lol).

These cancellations prove detrimental to my business, as I am turning other patients who want treatments away to accommodate these, which means when cancelled last minute, I am losing business and income.

Moving forward:

### Consultations

Consultations will remain free of charge, if for some reason you are not able to make the consultation, there is ONE opportunity to rearrange for a future date. After this, if the next appointment is cancelled, you will be required to pay a £20 non-refundable deposit to rearrange. This can be used against any future treatments, if you then are unable to attend your planned treatment appointment and are wanting to rearrange, a further non-refundable £20 deposit will be required. On the day of consultations, and upon booking your treatment appointment, you will be asked to pay your £20 deposit there and then.

### Treatments

**All** treatment bookings require a £20 non-refundable deposit to be paid within 24 hours. Your appointment will not be put into the diary until this is done, please bare in mind that people are able to book appointments online so the sooner this is done, there will be no chance of someone else booking your time slot. (this has happened on a few occasions). If you book your treatment the day of your consultation, you will be asked to pay your £20 deposit there and then.

If you cancel your treatment appointment twice, you will be requested to pay half of your treatment cost to compensate for the business time lost.

Appointments for treatments booked online are always followed up with a message from myself, suggesting ways to pay your deposit. Again, there are 24 hours to pay this deposit or your booking will be cancelled.

### Follow Up Appointments

For follow up appointments, for example, the treatment of fine lines and wrinkles and Microblading, I offer a free review and we book this in at the end of your initial treatment. There is ONE opportunity to amend this appointment. After which, your FREE review will no longer be applicable as there is only a certain time frame these reviews can be carried out. If you still then require an appointment, you will have to pay the full cost of the treatment. The time frames for these are always stated on the day of your treatment.

Please respect this policy and the reasoning for it. I want to be able to offer everybody a fair chance at booking appointments.

If you have any further questions or concerns, feel free to get in touch.

RGN Cherelle Haughton – 07429950099 – Cherelle\_beyou@outlook.com