

Policies & Procedures

THANK YOU FOR CHOOSING ESTIMÉE CLINIC FOR YOUR BEAUTY SERVICES. TO ENSURE THE BEST EXPERIENCES FOR ALL CLIENTS, PLEASE TAKE A MOMENT TO REVIEW OUR BOOKING POLICIES.

BOOKING:

ALL APPOINTMENT MUSE BE BOOKED ONLINE THROUGH OUR BOOKING SYSTEM OR VIA DIRECT MESSAGE

A NON-REFUNDABLE DEPOSIT OF **£10** IS REQUIRED TO SECURE YOU APPOINTMENT. THIS DEPOSIT WILL GO TOWARDS YOUR FINAL SERVICE COST.

THE REMAINING BALANCE MUST BE PAID IN CASH.

CANCELLATIONS:

YOU MAY CANCEL AND RESCHEDULE YOUR APPOINTMENT UP TO **48** HOURS BEFORE YOU APPOINTMENT WITHOUT LOSING YOU DEPOSIT.

CANCELLATION **24** HOURS OR LESS BEFORE YOUR APPOINTMENT WILL RESULT IN A FORFEITED DEPOSIT.

LATE ARRIVALS:

A 20 MINUTE GRACE PERIOD IS ALLOWED FOR LATE ARRIVALS, AFTER THIS A LATE FEE OF **£10** WILL BE CHARGED.

IF YOU ARE MORE 30 MINUTES LATE, YOUR APPOINTMENT MAY BE CANCELLED, AND YOUR DEPOSIT FORFEITED.

IN THE CASE I AM LATE YOUR APPOINTMENT, YOU WILL RECEIVE A **DISCOUNTED** PRICE OFF YOUR TOTAL.

GUEST POLICY:

TO ENSURE A CALM AND COMFORTABLE EXPERIENCE FOR ALL CLIENTS, WE KINDLY ASK THAT YOU ATTEND YOUR APPOINTMENT ALONE, EXTRA GUESTS, CHILDREN AND PETS ARE NOT PERMITTED.