



SALON POLICY

**WE ASK YOU KINDLY READ THROUGH OUR
POLICY'S AND PROCEDURES OF THE SALON SO
YOU ARE FAMILIAR WITH THESE BEFORE
ATTENDING YOUR APPOINTMENT**

- ALL TREATMENTS THAT REQUIRE A PATCH TEST NEED TO BE BOOKED AS AN APPOINTMENT AND 48 HOURS BEFORE YOUR TREATMENT. THIS CAN BE DONE ONLINE.
- IF PATCH TESTS HAVE NOT BEEN DONE IN THIS TIME FRAME YOUR TREATMENT WILL NEED TO BE RESCHEDULED AND COULD INCUR A CHARGE.
- 24 HOURS PRIOR TO YOUR APPOINTMENT YOU WILL RECEIVE A PRE TREATMENT QUESTIONNAIRE. THIS NEEDS TO BE COMPLETED AND UPDATED FOR EVERY APPOINTMENT.
- PLEASE CHECK JUNK MAIL FOR THE PRE TREATMENT EMAIL
- DIAMOND QUAY HOLD NO RESPONSIBILTY FOR ANY NEGATIVE PATCH TEST RESULTS BUT LATER EXPERIENCE A REACTION POST TREATMENT

- ON ARRIVAL TO THE SALON PLEASE PARK AT THE FRONT OF THE BUILDING. THERE IS ALSO AMPLE PARKING IN THE SURROUNDING ROADS - THIS IS FREE PARKING.
- YOU CAN FIND DIRECTIONS TO GET TO THE SALON ON GOOGLE MAPS - JUST TYPE IN DIAMOND QUAY.
- THE CAR PARK TO THE BACK OF THE SALON IS A SEPERATE BUSINESS AND YOU WILL BE ASKED TO MOVE IF PARKED THERE.
- ONCE PARKED COME TO THE GREEN DOOR WITH THE FLOWER ARCH WAY AND PRESS THE BUZZER FOR DIAMOND QUAY - A MEMBER OF STAFF WILL SEE YOU IN TO OUR WAITING LOUNGE

- ALL CANCELLATIONS CAN BE MADE VIA EMAIL
BOOKINGS@DIAMONDQUAY.CO.UK
- ANY APPOINTMENTS BOOKED FOR OVER AN HOUR MAY REQUIRE A BOOKING FEE
- THIS BOOKING FEE WILL BE TRANSFERRED OR REFUNDED IF THE 48 HOURS NOTICE HAS BEEN GIVEN.
- ALL DEPOSITS WILL BE WITHHELD BY DIAMOND QUAY IF APPOINTMENTS HAVE BEEN CANCELLED WITH LESS THAN 48 HOURS NOTICE.
- IF YOUR APPOINTMENT IS A FREE TOUCHUP APPOINTMENT AND YOU DO NOT SHOW, OR CANCEL LESS THAN 48 HOURS BEFORE, YOU WILL NEED TO PAY £50 TO REBOOK.

- ALL AFTER CARE AND PRE CARE CAN BE FOUND ON THE WEBSITE FOR ALL TREATMENTS THAT NEED THIS.
- IF YOU ARE NEW TO THE SALON AND HAVE EXISTING WORK FROM ELSEWHERE STILL ON (LASHES, NAILS FOR EXAMPLE) PLEASE INFORM US IMMEDIATELY SO WE CAN MAKE SURE WE HAVE ENOUGH TIME ALLOCATED.
- WE DO ASK THAT ALL SICKNESSES, NOT JUST COVID, TO REFRAIN FROM ATTENDING THE SALON - WE WILL MAKE ALLOWANCES FOR DEPOSITS TO BE TRANSFERRED IN THIS INSTANCE.
- ANY AGGRESSION TOWARDS OUR STAFF WILL NOT BE TOLERATED. YOU WILL BE ASKED TO LEAVE AND ALSO FIND AN ALTERNATIVE SALON TO CARRY OUT YOUR FUTURE TREATMENTS.

- IF YOU HAVE ANY COMPLIMENTS ABOUT A TREATMENT OR MEMBER OF STAFF WE WOULD LOVE TO HEAR ABOUT IT. WE SEND REVIEW EMAILS AFTER YOUR TREATMENT AND WE LOVE PASSING ON THIS FEEDBACK TO ALL OF OUR DIAMOND STAFF.
- IF THERE IS ANYTHING YOU WERE UNHAPPY ABOUT DURING YOUR VISIT TO US PLEASE DO NOT HESITATE TO CONTACT BECCI DIRECTLY ON BECCI@DIAMONDQUAY.CO.UK AND WE WILL DO ANYTHING WE CAN TO RECTIFY THIS FOR YOU.