

# STUDIO GBK

## SALON POLICY

- Please arrive a few minutes early for your appointment to complete any required consultation.
- Please set your mobile phone to 'silent' mode.
- All gift vouchers are valid for 3 years from purchase date.
- Lost or stolen gift cards are not replaceable. Gift cards are not redeemable as cash and are not refundable.
- All gift vouchers must be presented in clinic when redeeming or code input when booking online.
- To secure your booking, credit card details will be required to hold. No charges are processed until your appointment occurs, or unless you cancel your appointment within the cancellation period.
- Prices are guideline only and can vary depending on the staff member and the service performed in the salon.
- Treatment times are only a guide and will vary client to client.
- Studio GBK is happy to accept returns within 14 days of purchase however, the product must be unopened and can be exchanged only with a valid proof of purchase.

## CANCELLATION POLICY

- You may cancel or change your booking online in My Booking History up to 24 hours in advance of your visit with no extra charge.
- However if you fail to adhere to the cancellation policy as stated when making your appointment, Studio GBK has the right to charge you 50% of the booking as a cancellation fee, by way of your online payment method.
- If you arrive more than 15 minutes late you will need to reschedule your appointment, this will also include a reschedule fee.
- All no shows will require full payment.
- Please note you receive a confirmation text message 48 hours in advance to cancel or change your appointment.
- All appointments can be amended or change online using the booking system.
- Payments can be made via direct debit or via our system.
- No further appointments will be made until the payment is complete.