

# Salon Policies

## **Friends & Family**

We understand that you may wish to bring friends or family with you when you attend your appointment, please understand that due to our insurance we do not allow anyone but the therapist and client being treated in the treatment rooms, but they are more than welcome to wait in reception. This includes children so please ensure you have childcare arranged prior to your appointment, if we have to reschedule on the day you will be liable for the cancellation fee.

## **Timekeeping**

We stick to a strict timescale we request that all clients arrive at least 5 minutes before your treatment. Please be aware that if you attend your appointment late we may need to reschedule to a more suitable time, we can only wait a maximum of 10 mins after your appointment time to be able to start your appointment. Any longer than this and we will need to reschedule and you will be liable for the cancellation fee.

## **Cancellation Policy**

We request that you give us at least 24 hours' notice if you need to cancel any appointments, this not only allows us to reschedule your appointment to a more suitable time but allows us to offer this appointment to other clients. If you have booked your appointment online you will receive a link via email that will allow you to reschedule this over 24 hours before your treatment time.

We will also require a late cancellation/no show fee, this will be up to 100% of the total of your booking. If you cancel or rearrange the day prior to your appointment but under 24 hours notice you will be charged 50%, if you cancel on the day of your appointment or do not attend you will be charged 100% of your booking total.

For example if your appointment is at 3pm on Thursday

- If you cancel on Tuesday which is over 24 hours notice you will not be charged
- If you cancel at 5pm on Wednesday you will be charged 50%
- If you cancel at 10am on Thursday or do not attend you will be charged 100%

This payment must be paid in full before any future bookings can be made. The 24 cancellation policy starts 24 hours prior to the time of your appointment.

If you do not attend or cancel late three times or more we will require a 100% booking fee of the value of the treatment at time of booking for every future booking to secure your appointment time.

## **Rearranging/Amending Appointments**

If you request to reschedule your appointment via email or text please remember to include dates and times that you are available. If appointments aren't moved within 24 hours you will be liable for the cancellation fee. A reminder text and email will be sent out 2 days prior to your appointment.

Any amendments must be made over 24 hours prior to your appointment or you will be charged for original booking. For example, if you book for 2 treatments and only need one when you arrive you will still be charged for both or if you arrive with plain nails but have booked for a soak off and reapplication you will still be charged for the soak off.

If you require any additional services, such as repairs with your Gel infills, you must let us know as soon as you realise you need them as we may need to reschedule. If we have to reschedule on the day or under 24 hours you will be liable for the cancellation fee or may need to return for us to complete the additional service.

## **Booking Fees**

If you are a new client to us or are part of a group booking you will be required to make a booking fee payment of 50%

of your booking total. This will secure your appointment and be taken as full or part payment for any late cancellations, under 24 hours, as per our cancellation policy. Failure to make this payment may result in your appointment being cancelled automatically and booked an appointment over 1hr long you will be able to book your appointment online only.

### **Patch Testing**

Some treatments may require a patch test to be done at least 24 hours prior to your first treatment, even if you have had the treatment done previously elsewhere. This will also be required if it has been 12 months since your last treatment and you will be re-patch tested yearly if you are a regular client. There are no exceptions, even if you have had the treatment elsewhere you will still need to be patch tested where it is needed. You can request a new patch test prior to each appointment if you would like to. This is a legal requirement.

### **Treatment Restrictions**

Due to our insurance we do have some treatment restrictions that we must abide by. These are listed below. Should you have any further questions please do not hesitate to contact us directly.

#### **Minors**

If you are under 18 you cannot have our full range of treatments. You will also need to get a parental consent form signed prior to any treatment, we will provide, if you are under 16 you will also need a parent or guardian present throughout your treatment. Please check with us first prior booking which treatments are available for under 18 and under 16.

#### **Refund and Exchanges**

Please be aware that we only offer refunds on treatments 7 days after initial purchase, we do not offer refunds on any products, however we will be happy offer you an exchange. We will assess treatment exchanges on an individual basis. This does not affect your statutory rights.

#### **Loyalty and Recommend a Friend Cards**

Our loyalty cards offer you a free trial treatments, once enough points has been collected. For a trial treatments you will be offered treatment by a member of staff. Free trial treatment only be the one that you have not had with us before and they can only be booked with a paying treatment on the same day. Paying treatment and free trial treatment cannot be split between two different days. In case you have had all the available treatments you can redeem your extra points towards paying treatment for a discount not more then 500 points at a time. Which will be equivalent to £5.

You cannot use points against any products.

These cards cannot be used in conjunction with any other offers or used on any courses of treatments as these are already discounted.

If you recommend a friend both of you will receive a 10% Off discount. You will receive a discount after referred friend successfully attended their appointment.

For the first time online booking you will receive one of 15% discount.

#### **Treatment Payments**

All payments for treatments must be made in full upon completion of your treatment. We accept all major credit and debit cards including cash. If you are using a gift voucher please bring this with you to your appointment. All new customers making an appointment longer then 30 min will have to book their appointments online only or pay a 50% deposit at the reception.

**Personal Property**

We cannot be responsible for any personal property you bring to the salon. A small bowl will be provided for you to keep any personal items, such as clothes, jewellery mobile phone, during your treatment. Please ensure you retrieve all your valuables before leaving the salon.

**Mobile Phones**

We politely ask that once you enter the salon your mobile phone is placed on silent or turned off and during treatment is, placed in view if preferred, not touched, especially during nail treatments. This ensures that you are not distracted and I can guarantee the outcome of your service

**Complaint Procedure**

We hope that you are happy with the treatments and products from Beautinity. However, if you are unhappy in any way please do not hesitate to contact us straight away so we can rectify any problems as soon as they occur.