**AREMEL BEAUTY POLICY**

**Aremel Beauty** takes great pride in delivering an exceptional and remarkable service to all our customers. You are our priority at all times, and we strive to ensure that our service is satisfactory. Please note that our policy has been put into place to protect your rights and to guarantee your satisfaction with the services that we offer at **Aremel Beauty**.

**General**

1. We believe in “speaking up”. Please feel free to provide us with feedback during your treatment (especially if you are unhappy about something/have any concerns). Do not leave the beauty bar without voicing out your opinion. Once you leave the beauty bar, we will assume that you are happy with the service provided – **refunds will not be issued.**
2. Should you be unhappy with your treatment/service while in the beauty bar, Aremel Beauty will correct any treatment/service at no cost.
3. Should you need to cancel your booking under any circumstances, please notify us **at least 2 hours before** your appointment or as soon as you possibly can.

**Guarantees (Nails)**

1. Please notify us of any nail breakages or chipping as soon as it happens.
2. Arrange for any nail **repairs** as soon as possible – these are guaranteed for only **3 days** after your initial appointment/service. Repairs after 3 days (from date of initial appointment/service) will be charged at R40 per nail repair.
3. Remember that your nails are not tools and should not be treated as such! Aremel Beauty will not be held responsible for any nail breakages/chipping due to negligence on your end.

We're excited to announce that we'll soon be offering more beauty services. As we continue to grow, we want to make sure that our services are not only effective but also safe for everyone. So, if you have any skin allergies, please let us know, as we will not be held liable for any unexpected reactions. Your happiness is our top priority, and we're here to help you achieve all your beauty goals.