

# BOOKING POLICY



PLEASE READ BEFORE BOOKING

## Appointment Policy.

### Reminders

You will receive a text and email reminder 24 hours before your appointment. This will be the only reminders provided. Please ensure you note the date and time as there will be no same-day reminders.

### Lateness Policy

If you arrive more than 15 minutes late, you must inform us via WhatsApp. If you are 30 minutes late, your appointment will be cancelled, there will be no exceptions under any circumstances.

### Rescheduling

This is not permitted under any circumstances without a 50% rebooking fee. Failure to pay this fee will result in the loss of your booking, there will be no exceptions under any circumstances.

### Missed Appointments

If you cannot attend within the 30-minute late window, your appointment will be cancelled and forfeited. A new booking will need to be made at full cost, there will be no exceptions under any circumstances.

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## Payment Policy.

### **Same-Week Bookings**

Full payment is required immediately to confirm your booking slot.

### **Advance Bookings**

For appointments scheduled 2 weeks or more in advance, a 25% deposit is required to secure your slot. The remaining balance must be paid at least 2 days before your appointment date.

Deposit payments DO NOT apply to deals & discount offers. Full payment is required at checkout.

### **Treatment Expiry**

Treatments must be booked and completed within 2 months of payment. After this period, the treatments will expire, and you will need to rebook and pay for the treatment again, there will be no exceptions under any circumstances.

(This applies to single treatments only.)

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## **Client Limit Policy**

Only one client is allowed per appointment.

If you plan to bring someone with you, please inform us in advance. Failure to do so will result in your guest being denied entry.

## **No-Show Policy**

After one NO-show, a £25 fee will be charged for the second missed appointment. This fee must be paid before booking any future appointments. This includes single sessions or treatment packages, there will be no exceptions under any circumstances.

## **Refund Policy**

Refunds are not offered for any treatments or packages.

If you no longer wish to proceed with a booked treatment, it is at your therapists discretion to allow you to transfer the payment to another treatment of equal or greater value. Any price difference must be paid.

Treatment packages and gift cards are non-refundable, non-redeemable for other services, and non-transferable.

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## Treatment Packages Course Of Sessions

All course of sessions that has been purchased must be completed before the expiry date, that is stated in your receipt confirmation email.

If you are more than 30minutes late to one of your sessions the session will be lost, there will be no exceptions under any circumstances.

If you reschedule one of your sessions 12 hours before the appointment start time your session will be lost, there will be no exceptions under any circumstances.

If you are a NO-show to one of your sessions, your session will be lost, there will be no exceptions under any circumstances.

After one NO-show, a £25 fee will be charged for the second missed appointment. This fee must be paid before proceeding with any future sessions.

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## Cancellations

Cancelling within 12 hours of your appointment will result in a 50% charge of your treatment fee.

Cancelling within 6 hours will result in a 100% charge of your treatment fee.

Missed appointments will not be rescheduled, and you will need to book and pay for a new treatment. There will be no exceptions under any circumstances.

## **Gift Card Policy**

Gift cards must be used within 3 months of purchase. After this period, the balance will expire.

## **Single Session Treatments**

Appointments must be scheduled and completed within 2 months of purchase.

By booking with us, you agree to adhere to these policies. Thank you for your cooperation and understanding.

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## Terms & Conditions:

You are agreeing to the following

You are satisfied with the explanation and information given regarding your treatment.

You agree to your photos being taken and used for insurance, advertising and promotional purposes.

You understand it is your right and responsibility to ask further questions if you find anything unclear.

You agree to answer the questions in your consultation form honestly and truthfully.

You understand the treatment outcome and experience with procedures differs from client to client and there is no guarantee to your outcome.

You hear by indemnity & hold harmless, the treating therapist & clinic where the procedure was done from any liability, damages, costs & expenses arising from or out of treatment.