



Cancellations and Refunds Policy

At 'Tanfluence by Amy', we value your time and ours. To keep the service running smoothly, please review the following policy regarding cancellations and refunds.

✔ Bookings & Deposits

- A non-refundable deposit of £10 may be required to secure your appointment.
- The deposit will be applied toward your treatment on the day.

✘ Cancellations & Rescheduling

- 24 hours' notice is required if you need to cancel or reschedule your appointment.
- Cancellations made with less than 24 hours' notice will result in a £5 charge on top of the deposit already paid.
- If you are more than 15 minutes late, your appointment may need to be cancelled, and the above fee will be charged.

💷 Refunds

- Deposits are non-refundable, except in the unlikely event that the service needs to cancel your appointment.
- Refunds are not issued after a spray tan service has been completed, as results may vary depending on skin type, preparation, and aftercare.
- If you experience an adverse reaction, please contact the service immediately so we can advise you. (Patch tests are recommended for new clients).

☀ No-Shows

- Failure to attend your appointment without notice will result in a 100% charge of the service fee before any future bookings can be made.

Understanding

By booking an appointment, you agree to this Cancellation & Refunds Policy. This allows us to provide the best service possible while respecting our time and that of other clients.

This policy will be reviewed annually and updated as necessary to ensure ongoing compliance with legislation.

Signed: Amy James

Role: Owner/Manager

Date: 25/02/2026