

Quirky Sparkle - Terms and conditions

To provide the best and most efficient service to all our valued clients at Quirky Sparkle, there are terms and conditions in place so that you can receive the best possible experience.

Should you have any questions, please do not hesitate to get in touch.

To ensure that we can fit you in at a time that is convenient to you, it is recommended that you book your next 2 to 3 appointments before you leave.

--Securing Bookings--

Our booking system, Fresha, requires clients to read and agree to the salon terms and conditions before entering their card details (card capture) to secure their appointment. Appointments are held for a 3-hour time frame. Unconfirmed appointments after 3 hours are opened back up in the diary.

--First Time Service Bookings--

You will receive a consultation form via email from our booking system, Fresha, to complete ahead of your new service. You may also be required to complete a **patch test** (at least 48hr before). Appointments cannot go ahead without this but will still be charged.

--Cancellation Policy--

Our cancellation policy has been designed so that Quirky Sparkle is covered for the time taken to arrange your appointment as well as prepare for it. By booking an appointment, you are reserving that one-to-one therapist time in advance to guarantee it. At least 48hr notice is needed to cancel an appointment. Less than 48hr will be charged 50% of the total service cost. If you do not give any notice at all that you will not be able to attend your appointment and do not arrive to your appointment, Quirky Sparkle reserves the right to charge you the full amount for the treatment(s) you were booked in for. As we hope you can understand, our time is reserved for 'you' and 'your' treatment in advance as well as taking time to set up for you. When faced with a no-show, it is a big loss in both time, money, and potential disappointment for another client. No shows will be charged 100% of the service missed.

--Arriving For Your Appointment--

If you arrive before your appointment time, your therapist will still be 100% focusing on the client booked 'before' you. You may either need to stand outside or wait in your car until your therapist is ready to see you. At your appointment time, please press the salon doorbell and your therapist will come to greet you in.

--Late Policy--

If you are late for your appointment, your service may need to be adapted to allow for the remainder of time allocated for you. 15+ minutes late and the appointment is cancelled, and full payment is required.

--Amendment Policy--

Should you turn up to your appointment and decide you no longer want the (for example) gel polish toes you added to your appointment, you WILL still be charged for it. Or if you decide a lesser value service during your appointment, the original service value agreed will still be charged. If you need a removal before fresh product is applied but have not booked this in, there will not be enough time for your appointment to go ahead and you will be still charged.

*Please note therapists are not covered by the salon's insurance to remove products not applied at Quirky Sparkle.

--Breakages and Losses--

Your nails are guaranteed chip free for 48hr. After this time there will be a service charge per nail.

--Carers--

Other than carers, we politely request that you attend your appointment by yourself. This is so that we can ensure we are able to focus on 'you' and only 'you' for the duration of your visit to Quirky Sparkle. As well as avoiding distractions, it will give us more space for your 'you' time in the intimate, cozy salon.

--Children--

Unfortunately, we cannot allow children in the salon as it is not a safe environment for them, and the salon's insurance does not cover for them.

--Quirky Sparkle Service Guarantee--

If for any reason you are dissatisfied, please contact us immediately, before attempting to fix/change anything yourself or going to another professional. We will need to see you or photos of the problem to help resolve the issue for you. We do not put a time scale on treatment longevity.

--Offers & Discounts--

Special offers and discounts can be found on social media pages such as Facebook and Instagram, advertised on flyers or via email which are for a definitive period ONLY. Once the offer period has ended the treatment will revert to the normal price unless stated.

--Gift Vouchers--

All purchased gift vouchers are valid for 12 months from the date of issue. Expired gift vouchers hold no value, and we reserve the right to refuse them. Gift vouchers for any monetary amounts cannot be exchanged once they have been issued/paid for.

--Charity Donations--

We regularly donate gift vouchers and/or products to worthy causes for raffling and are more than happy to do so. Please get in touch if you need donations for your cause/fundraising event.

--Prices--

From time to time, we may have to increase our prices slightly if our suppliers increase theirs and in line with living costs. All prices are subject to change and may be different from older price lists or promotional posters. The most current prices can always be found on Fresha, our booking system.