



## SALON TERMS AND CONDITIONS

### **Punctuality and Courtesy**

Arriving late may interfere with your treatment, all appointments will end at their scheduled time so that the next client will not be delayed, and a full charge will be applied. All times stated include preparation of room and client: i.e. 5 minutes at the beginning and end of treatment.

Please try to arrive 10 minutes prior to your treatment if it is your first appointment at the salon. We require this time for you to complete a personal consultation card, this document is 100% confidential and is used for treatment purposes only and is protected as per our privacy policy.

### **Cancellations & No Shows**

48 hrs cancellation no charge

48hrs – 24hrs 50% charge

Less than 24hrs full cost of treatment will be charged or course treatment if pre paid.

### **Children**

Children are always welcome in the salon but must be supervised at all times.

### **Hygiene**

Salon Hygiene is, of course, the utmost importance and to achieve optimal cleanliness we ensure we sterilise all of our tools & equipment .

### **Payment**

Most credit and debit Cards are accepted with the exception of American Express. All prices include value added tax at a current rate.

### **Patch Testing**

Patch testing is required for clients who have never had eyelash tinting and lash lifting.

### **Personal Items**

Please ensure you retrieve all your personal items before leaving the premises as we cannot be held responsible for lost items.

### **Medical Conditions**

Please inform your therapist of any medical condition including pregnancy prior to booking as some treatments may not be appropriate for you.



### **Making a reservation**

When booking a third party's services on Phorest you may be required to pay a non refundable reservation fee using either a credit or a debit card. The amount of the reservation fee will depend on the total cost of your booking and will range from £0.50 to £1.50 (inclusive of VAT).

### **Responsibility of accuracy of information to service providers**

Services and Treatments are carried out by trusted third parties who are the services providers. When making a reservation, it is your responsibility to tell the service providers directly about any physical or mental condition that you have and that may require special facilities.

### **Cancellations**

A cancellation of an appointment will result in loss of the reservation fee. The amount lost depends on the total cost of your booking but will be no more than £1.50. If a booking is partially cancelled (one or more, but not all treatments that are part of the booking) the reservation fee will not change. If the service provider cancels the whole booking the reservation fee will be credited to your Phorest account. This credit can be used to reserve future bookings on Phorest. If the services provider only partially cancels a booking your reservation fee will not change.

### **Online Bookings**

Users may cancel bookings made online up to 24 hours in advance of the time of the appointment online by going to their Phorest account. If an appointment has not been cancelled with 24 hours notice the salon has the right to charge users the balance of the appointment cost (i.e. the payment due in the salon which equals the total cost of the appointment minus the reservation fee paid online). Users who cancel appointments with more than 24 hours notice will only lose their reservation fee.

By making a reservation with your credit card or bank card, you agree that if you cancel your reservation with less than 24 hours notice or if you fail to arrive by your agreed appointment time, you authorise the services provider to charge to your credit card or debit card without further reference to you an amount lower or equal to your booking or an amount that might be set out in the service provider's terms and conditions. For this purpose your credit or debit card will be securely stored.

### **Purchase of Retail Products**

Beauty products must be paid for in full at time of purchase or ordering. If you are not happy with your product then we have a 'money back guarantee' policy up to 7 days after purchase.



### **Mobile Phones**

In the interest of comfort of all our clients trying to relax, please refrain from talking on a mobile phone and ensure it is switched off, or on silent, for the full duration of your time at the salon.

### **Prepaid Courses of Treatments 6 for 5**

All courses have a validity of 12 months from date of purchase, unless otherwise stated. Due to courses being an upfront discounted rate they are non-refundable after a 14 day cool-down period.

### **IPL Hair removal & Skin Rejuvenation Prepaid Courses 6 for 4**

The number of treatments required depends upon your skin, hair colouring, coarseness of the hair and density per treated area. The IPL hair removal system causes permanent reduction in the number of hairs growing in an area. Because hair grows in three phases, and each hair goes through these stages independently, it is almost impossible for one IPL treatment to permanently reduce all hair in a given area.

Clinical studies, which have followed patients for one year after completing two treatments, have shown that reduction in hair growth was stable for the duration of that time.

While individual results may vary, patients typically find that it takes 6 to 12 treatments to get the desired results.

In the case of IPL hair removal on the face we can get rid of most growth but with up to 500 hair follicles per square cm on lip and chin, as you get rid of hairs there is no way you can't determine that hormones won't trigger hairs in previously dormant untreated or vellus hair follicles therefore it will be an ongoing maintenance programme.

### **Gift Vouchers**

Gift Vouchers are non refundable and are valid for 12 months from the purchase date and will not be accepted after the expiry date. Vouchers may be used for services only Tuesday to Saturday. Vouchers cannot be redeemed for cash, sold or transferred. Your gift voucher number must be quoted at the time of booking and the voucher handed to the therapist at the start of your treatment. You are not under obligation to use the full value of your vouchers during one session. In "failure to show" up to your appointment without cancellation notice this may result in your Gift Voucher becoming invalid. Gift Vouchers are non refundable.

### **Price Alteration**

We reserve the right to alter prices but will always give prior notice via email, social media and posters within the salon if a price increase is due.

