

TERMS AND CONIDITIONS

PUNCTUALITY AND COURTESY

Please may I ask you to all arrive promptly to your appointments. If you are early then please text me to see if I am ready for your appointment. As in some cases I may still be with the client prior to your appointment. However, arriving late may mean I am unable to start your treatment as I will not delay my next client. Generally, I can wait 10 minutes, after this your appointment will need to be rescheduled. If this happens a full charge will occur for that appointment.

CANCELLATIONS AND NO SHOWS

Please note that 24 hours' notice is required for all cancellations otherwise 50% of the total treatment price will be charged.

No shows will be charged for their full appointment and will need to pay a 50% upfront deposit for any future appointments.

PRICE ALTERATION

I reserve the right to alter my prices at any time without prior notice.

GIFT VOUCHERS

Gift vouchers are available to purchase for a specific amount or treatment. The vouchers are non-refundable and are valid for 6 months from the date of purchase and will not be accepted after the expiry date. Your gift vouchers cannot be redeemed for cash, sold or transferred.

When booking your appointment please state if you have a voucher.

PAYMENT

Payment is made by cash or cheque with a cheque guarantee card.

PURCHASE OF RETAIL PRODUCTS

All products must be paid for in full at the time of purchasing

CHILDREN

Unfortunately, I cannot accommodate children or anyone under the age of 16 in my treatment room. So please make sure you have child care otherwise I will not be able to carry out the appointment.

PATCH TESTING

Patch testing is required before most services free of charge.

Eyelash/Eyebrow Tinting, HD Brows, LVL Lashes and Fake Bake Tanning.

If you do not have a patch test 48 hour prior to your appointment then my insurance becomes 'void' and I am then unable to perform that treatment on you.

Patch tests for HD Brows and LVL Lashes can be sent out to you. However, if you lose, misplace, or apply the patch test wrong in anyway and require another patch test this will be charged at price of:

£1.00 for a HD Brow patch test
£1.50 for a LVL patch test.

MEDICAL CONDITIONS

When booking appointments please inform me of any medical conditions, for example: pregnancy or breastfeeding, as some treatments may not be appropriate for you. Please bare in mind that if you have been ill or have an illness then a letter from your doctor may be required before a patch test or treatment can be carried out.

DATA SECURITY

During a consultation personal details will be taken from you the client and this information will be kept safe in the strictest confidence. The document is 100% confidential and will only be used for treatment purposes.