



## **Salon Policy**

Our main concern here in the salon is safety & client satisfaction.

We have always maintained a high level of cleanliness & managing infection control, prior to Covid-19.

To gain the most from your salon experience, it is important that you read and understand the following policy, which has been written to ensure clarity and expectations between client and therapist.

### **Making Your Booking**

Most of our salon treatments don't require a booking fee.

However, a booking fee is required for the following treatments:

Aesthetic Treatments, Lash Extensions, some Hair Treatments & some longer appointments.

You will be asked to pay your fee at your consultation appointment. Please note that booking fees are NON-REFUNDABLE, the amount of booking fee will of course be deducted from your total on the day of your treatment.

### **Arrival Time**

Please aim to arrive on time to your appointment, extra time is allocated within your booking to carry out a consultation with you.

In the unfortunate event that one of our therapists are running late, you will be asked to wait in our reception area until we are ready, this rarely happens, but sometimes cannot be avoided.

If you are more than 10 minutes late to your appointment, you maybe asked to reschedule to a different date incurring a late cancellation fee.

If you fail to attend your appointment, you will be required to pay 50% of your treatment costs before making any future appointments.

### **Pregnancy & Contra-Indications**

Some treatments are not suitable for certain medical conditions or during pregnancy. To avoid disappointment, please raise any concerns at the time of booking your appointment. We also ask clients to fill out a medical consultation, to ensure that treatments can be carried out, all information is held is confidential.

### **Patch Testing**

We have a duty of care to make sure clients are protected, and patch testing is a requirement of our insurance bodies. A Patch Test or Skin Test must be carried out AT LEAST 48 hours prior to your appointment.

Patch tests are needed for all new clients requiring hair colour, lash/brow tinting & lash & brow treatments, OR if your last treatment has been over 3 months.

As long as no reaction has occurred, we can proceed with your treatment. If there is any reaction, redness, swelling, itching, hot, burning sensation, or worse, sadly we cannot proceed with that specific treatment.

We will not provide any treatment without having a patch test first. **NO PATCH TEST = NO TREATMENT.**

### **Other**

We are very happy to treat and take bookings for minors, however we do require a signed form for parental consent.

To ensure you gain the most from your treatment, please ensure you arrive at your appointment WITH OUT any eye make-up for eye appointments, & make-up for facial aesthetics. Make-up and residue can have adverse effects on eye treatments and the therapist's removal of this takes time away from the treatment you are paying for.

Children are not permitted to accompany you at your appointment for lash extensions & all aesthetics, this is due to needing to have full attention on the client, and for client and staff safety. Well behaved children are welcomed by prior arrangement if needing to accompany.

Due to the conditions of our insurances & priding ourselves on high quality products & services, our beauty therapists are unable to infill the work of other therapists for lashes & nails. We welcome all kinds of feed back to ensure we are offering the best in treatments and client care.

Please note that prices and treatments are subject to variation or change, depending on product costs. We reserve the right to change this without prior notice.