



## Beige The Salon Policies

### APPOINTMENTS

Appointments can be booked through the website [www.wellnessattheclinic.com](http://www.wellnessattheclinic.com) and select Beige the salon treatments

By phone (Rec 01282 224501) (Neelam the therapist 07864120083)

Please ensure that you are aware of the pricing and categories of the services you are booking, If unsure please contact Neelam on Watsapp or through Instagram:Beige\_thesalon Facebook : BEIGE Or call us.

It is important for us to know about any medical changes, Allergies or if you are pregnant. Please ensure read Prep and aftercare carefully before your appointment, incase there are Contra-indications that can Restrict the treatment or might have to cancel or rearrange the appointment because of condition. We reserve the right charge you 50% of the treatment depending on symptoms or conditions.

We will require your full name, email address and a contact number to secure your booking. You will be sent a booking confirmation via email/SMS. Please notify us of any changes to your contact details.

We send complimentary appointment reminders by text and email.

We reserve the right to refuse bookings or treatment.

### Booking Fee

A 50% booking fee is required for all bookings unless told otherwise.

100% booking fee required if you have no-showed 3 times.

Group bookings of 2 or more require 50% - 70% booking fee deposit depending on treatment you are booking.

Booking fee deposits can be paid by card or cash.

Booking fee deposits will be deducted from your total appointment bill leaving you with the remaining 50% to pay on the day of your appointment.

All booking fee deposits are non-refundable/non transferable if you cancel with less than 24 hours notice and 48 hours for 3 hours or booking/group bookings.

Booking fees will be transferred if re-scheduling your appointment before the cancellation period.

## **CANCELLATION POLICY**

If you wish to cancel/move your appointment with less than 24hr notice for less than 3 hours booking or 48 hours for 3 hours or more booking/group bookings you will be charged 50% of the reserved service amount, or 100% if cancel/move with only 4 hours notice or fail to attend your appointment .

For appointments made within the 24 hour period, if you cannot make your appointment, please cancel within 4 hours of your appointment time.(4 hour notice: Salon working hours which you can find on our pricelist or on google)

No further appointment will be carried out in the salon until the outstanding balance is fully paid.

We understand that sometimes things come up and where possible we will be as understanding as we can. However this is a small business and this means loss of earnings for us and for our business and this also means that others will miss out on an appointment. We appreciate your support and understanding.

## **NO-SHOW POLICY**

If you fail to attend an appointment without any notice at all, No further appointment will be carried out in the salon until the outstanding balance is fully paid which can be upto 100% of treatment charges. Plus you may be asked to pre pay for any future appointments.

If you are more than 15 minutes late for your appointment and fail to contact us beforehand to make us aware, and we can't go ahead with treatment for any reason this will be classed as No show.

We will always try to accomodate you, However please be understanding that we work with back-to-back appointments and we may have to cancel your appointment if we can't complete the work to our high standards.

## **COMPLAINT/NOT HAPPY**

If you have any issues with the quality of work give us the opportunity to fix it for you or anything you are not happy about please contact us.

Customer satisfaction is our top priority.

## **GIFT VOUCHERS**

Vouchers are valid for 12 months from date of purchase, dates can not be extended, please see expiry date on voucher.Any unused treatment/value will remain on voucher for further

use, no change is given. Vouchers are non-refundable.

**Cancellations when booking with a voucher:** If you cancel your appointment with less than 24 hours notice or if you fail to attend an appointment your voucher will be reduced by the total appointment cost. Any remaining voucher money may still be spent before the expiry date.

## PATCH TEST

\***WAX PATCH TEST** required 24hrs Prior to treatment for NEW CLIENTS or returning clients who's not been waxed by us in the last 12month.

\*Please note if using steroid Creams/ Tablets, Retin A, Roaccutane or any other acne medications, Antibiotics etc.... we won't be able to provide this service \*

**CAUTION:** If you are currently using any of the following, please inform your therapist These products can make the skin more sensitive. Thin sensitive skin is more vulnerable to lifting and sensitivity during waxing.

Please let your therapist know if you're allergic to **Aloevera**

**TINT PATCH TEST** required 48hrs prior to treatment for NEW CLIENTS or RETURNING CLIENTS who's not been for tint in last 6 months, or has any Medical changes

Tint is not suitable for PREGNANT clients up until 6 month after delivery.

**Lashlift** No patch test required unless client is PREGNANT or SENSITIVE to products or certain ingredients, If in doubt its always better to have patch test. (LASHLIFT is not suitable for PREGNANT clients in their FIRST TRIMESTER)

It's your responsibility to remember to come to the salon for the patch test which will take no more than 2 min. Please don't book an appointment if you're not going to be able to make it for the patch test. We reserve the right to charge you 50% of total cost of treatment if you don't come on time for patch test and had to cancel the appointment within 24hrs.

**ALLERGIES :** please let us know if you have any allergies or sensitivity to any ingredient or products, Its always better to have a patch test if in doubt

(**TINT**) If you are allergic/or have a reaction with PPD or Henna, we wont be be able to provide this service. As there's a possible risk of reaction with tint aswell.

(**WAX AND LASH TREATMENTS**) Let your therapist know if you are allergic to Aloe vera

(**NAIL EXTENSIONS**) Please let us know if you're allergic to Acrylic or plastic

## PREGNANT CLIENTS

We don't offer **MASSAGE** for pregnant clients.

Due to hormonal changes, We recommend to avoid **LASHLIFT** during first trimester. Because in pregnancy skin sensitivity can often change, We recommend to consult with your GP

before booking this treatment, plus as an extra precaution it would be ideal to have a patch test again just before your treatment.

**TINT** is not suitable for pregnant clients up until 6 months after delivery.

**ELIM HEEL PEEL** is not suitable for under 18s and for pregnant clients in their first trimester.

So please let you therapist know to avoid Peel. Rest of the products are totally safe to use.

**LASH EXTENSIONS** Is not suitable for pregnant clients and Nursing mums up until 6 months after delivery

## AGE RESTRICTIONS

**Over 18** - Elim Heel Peel

**16 and over** - Lash Extensions, Gel Polish, Nail Extensions Lashlift, Tinting, Body Massage, Waxing,

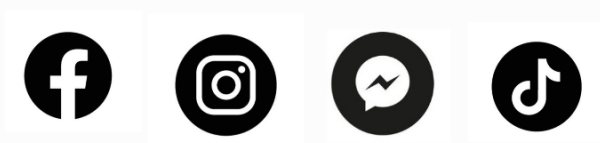
**12 and over** - Manicure, Pedicure(without Peel), Waxing

## Returns

we cannot accept returns or exchange any retail products due to health, hygiene and product diversion restrictions. However if you have a faulty item we will assist, advise and liaise with the manufacturer if necessary.

Thank you for viewing and supporting our policies criteria.

Beige the salon team



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