TERMS & CONDITIONS

CANCELLATION POLICY

Pre-payments

When making your booking, our booking app requires you to add your card details to the booking, no money is taken at the time of booking, the app will only take money from your card in the event of late cancellation or no-show fees.
If you are unable to use the app and choose to book via any other means, a 50% deposit will be required by BACS or cash to the clinic to secure your appointment.

Cancellations

We kindly ask for at least 48 hours' notice when cancelling or rescheduling your appointment, this will allow us time to try to fill the appointment and patch test if required. We reserve the right to charge 50% of your total service charge if your appointment time is unable to be filled.

Cancellation or moving an appointment with less than 24 hours' notice and no shows will be charged at 100% of the service cost.

Appointments

Please ensure you arrive on time to your appointment. Appointments are largely booked back-to-back and late arrival can impact other clients.
Arriving more than 10 minutes late to your appointment could result in cancellation and subsequent fees as stated above.

Refunds

All services are non-refundable under any circumstances. In the unlikely event you are unhappy with the service provided, you must let your therapist, stylist or management know either at your appointment or during the 48 hours post service, in order for them to assess and rectify the issue if required.
Any booking deposits or refunds will be refunded minus our processing fee of 2.5% per transaction.

Allergies and patch tests

Please ensure you inform your therapist or stylist in advance of any known allergies.
Patch tests must be carried out 48 hours prior to treatment.

Age restrictions

You must be 18 to book an appointment, if you or your child are under 18, a parent or guardian must attend the appointment with you and will be asked to sign a consent form.

Bringing children or pets

We do not recommend or advocate children attending your appointments with you. However, we are aware that circumstances sometimes mean that they will from time to time be present. Well behaved, quiet children can attend with you. Due to some services offered and licencing restrictions, animals are unable to attend your appointments with you at the Clinic.