

# Salon Terms And Conditions

At Timeless Beauty Boutique, we want to be absolutely transparent and fair to all our clients with regards to treatments and services offered.

By booking a treatment at Timeless Beauty Boutique, either in person at the salon, by telephone, text or online from our website, you agree to be bound by the terms conditions listed below. Where a dispute may arise, please see listed below our requirements from you and our commitments to you.

1. Should you decide to not have all of the treatments you originally booked and not tell us until you arrive for your appointment, we reserve the right to charge you for all treatment times booked.
2. Every effort will be made to provide you with your preferred therapist but cannot always be guaranteed.
3. We will carry out an in-depth consultation to ensure you gain the most from your treatment, but please inform us of any change in your health or medication since your last appointment.

## Cancellations

4. If part of a booking is cancelled or changed on or during arrival, the full cost of the treatment(s) as originally booked will remain payable.
5. We will send you a text 24 hours before your appointment is due, so please provide us with your mobile phone number as without this information we cannot remind you of your booking.

## Our right to cancel

6. If a particular therapist is not available to carry out your treatments (who you may have requested upon booking) through circumstances beyond our control, we reserve the right to transfer the booking to an alternative therapist. In unusual circumstances (or where you insist on a particular therapist who may not be available), we may need to cancel your booking. In the event that we have to to change or cannot fulfill your appointment, we will contact you by telephone, text or email— as soon as possible to offer you an alternative date or time or make a re-booking.
7. As we are unable to judge or comment on reasons for your cancellation or non-arrival and to be fair to other clients, you are reminded that no exceptions to these conditions will be made and that any booking made with the salon (verbal or written) forms a legally binding contract.

## Treatments

8. We make all reasonable endeavors to ensure that you are happy with your treatment provided by the salon. If however, something you feel is not right or all is not as expected, you must use the following guidelines.
  - A. If you have a problem with any treatment on our pricelist performed by us following a visit to the salon, you must inform the salon immediately and take a photograph of the concern.
  - B. Email the photograph to the email address below. Also include the date and time the treatment was carried out and the therapist who treated you and a brief description of what you think is wrong.
  - C. We will contact you within two working days to discuss the problem and our decision will be final as to the resolution.
  - D. You will understand that manicure and pedicure treatments are not 'suits of armour' and can be damaged quite easily in normal day-to-day activities. An information card about the aftercare of your treatment is available from reception or on our website. There is no set time-scale for the life-time of a manicure or pedicure and each case where a problem has been reported will be individually assessed.
  - E. If it is found that the product applied maybe faulty or incorrectly applied by the therapist, our liability is limited to offering you a replacement treatment at Timeless Beauty Boutique. Cash refunds will not be offered for manicure or pedicure treatments. This does not affect your statutory rights.
  - F. After your treatment you must inspect the quality of the treatment you have received and you agree that it is to your satisfaction before leaving the salon.
  - G. Problems with manicures and pedicures will not be entertained if they are not reported immediately they occur.
  - H. In a very small number of cases, treatments with IPL may be less than 100% successful and results can vary from person to person. This will be discussed and explained to you during your consultation before your treatment and you accept that this may be the case.

## Refunds

9. We do not offer refunds for any completed services. However if you are in any way dissatisfied with any aspect of your experience, please contact us. There is a facility on our website for you to do this. We will try our utmost to resolve any problems.

## Your file

10. You agree for us to keep your personal records at the salon updated with your full contact details and treatment history - which will enable us to contact you in the event of any change relating to your appointments (and is a legal requirement). It is also a requirement to provide both landline, mobile telephone numbers and an email address. We will make all reasonable endeavors to ensure security of your personal data but this cannot be guaranteed.

## Environment

11. In the interest of comfort of all our clients, please refrain from using a mobile phone and ensure it is switched off for the full duration of your time at the salon.

## Children

12. In the interests of peace and tranquility for some of the quieter and relaxing treatments performed, we would respectfully ask you not to bring children into the salon whilst you're having your treatment.

## 13. Course of Treatments

- A. All treatments purchased as a course must be paid for in full in advance of the first treatment. All treatment courses must be completed within 1 month of the intended date of completion of the course and any treatments left untaken after this will be forfeited.

B. Packages and courses of treatments are only refundable for a medical reason which prevents you from completing the course. A doctors note will be required to accompany any request of refund for medical reasons. Any refund agreed is calculated by deducting the full list price of all treatments already taken (not the course price), plus any charges for previous non-attendance, from the total price of the course of treatment, with the difference returned to you.

C. If you change your mind about your purchase within 14 days, we are happy to exchange it for another treatment, course or product or offer you a credit note which is valid for six months. This is calculated by deducting the full list price (not course price) of all treatments already taken, plus any charges for non-attendance. Cash refunds will not be given.

14. We reserve the right to refuse treatment if our professionals consider that a treatment you have requested is not a suitable option for an individual. We have a strict client selection criteria to ensure patients are medically fit to undergo a particular treatment. It is therefore possible that we may advise, in your best medical interests, that treatment is not appropriate. We will also not proceed with a treatment if we feel that your expectations exceed the results achievable.

15. We reserve the right to refuse treatment if, in our professional opinion, you are not medically fit to receive treatments and toes, feet, fingernails and hands and any other part of the body treated, must be in healthy condition before treatment can commence.

16. A patch test will be conducted for all treatments that require this and under no circumstances can treatments be continued until the patch test proves negative, usually within 24 hours. Patch tests are free except for IPL where a nominal charge is made.

## Personal Details

17. You agree that we can use your personal details for the purposes of providing you with treatments as well as providing pre- and post-treatment advice. We may also use your contact details to provide you with occasional information about other services we provide or may provide in the future. If you do not wish to receive this information, please tell us. If you do not tell us, we will assume you are happy to receive this information.

We will make our best endeavors to protect your personal information but this cannot be guaranteed. No personal data is passed to any other bodies.

## Cancellation Policy

18. We understand if clients are unwell or have other commitments and cannot attend, but please give us as much notice as possible if you wish to cancel or rearrange an appointment. You will appreciate that time for your appointment has been allocated to you with a professional therapist in a busy diary at the salon so we reserve the right to charge for non-attendance or where cancellation is shorter than our policy. Our cancellation policy for all treatments on the pricelist is as follows:

- A. For all appointments up to an hour we operate a 1 full day cancellation policy with a 50% cancellation fee for appointments not cancelled within this time.
- B. For all appointments over an hour we operate a 2 full days cancellation policy with a 50% cancellation fee for appointments not cancelled within this time.
- C. For clients who failed to attend appointments more than three times in one year will be required to pay a non-returnable, non-transferable full list price of future bookings in advance.
- D. For clients on a course of treatment who fail to attend an appointment more than once or cancel outside of the cancellation policy time or do not contact the salon 48 hours before treatment is to commence, we reserve the right to deduct a course session from the client.

## Deposits

19. If it is your first visit to the salon or have previously failed to attend pre-booked appointments, or for whatever reason at our discretion, we reserve the right to charge up to 50% of the total cost of bookings as deposit for future bookings. This deposit is non-refundable and one change of appointment time and date within a two month period from the original booking date is allowed. Following this period, booking dates are no longer transferable.

Deposits can take the form of cash, credit/ debit cards or gift vouchers. Your credit/debit card details may also be asked for as a formal deposit.

Timeless Beauty Boutique, 23, St. Martins Walk, Dorking. RH41UT.

Tel. 01306 889000. email: [beauty@timelessbeautyboutique.co.uk](mailto:beauty@timelessbeautyboutique.co.uk).