



# WELCOME GUIDE, FAQS & TERMS

**Thank you for choosing me.**

**I aim to provide every client with a professional, relaxing experience in a calm, one to one environment.**

**From the moment you book until you leave your appointment, my goal is to ensure you feel comfortable and well looked after.**

**This guide contains everything you need to know about booking, appointments, salon policies and aftercare.**

# BOOKING YOUR APPOINTMENT

## **How do I book an appointment?**

Appointments can be booked online, by message, phone or in person. I recommend booking in advance, especially during busy periods. Booking is via email, phone 01329 843655 or whatsapp 07877736203.

## **Do I require a deposit?**

Some services may require a booking fee or deposit to secure your appointment. Any deposit paid will be deducted from the final treatment cost.

## **What payment methods do I accept?**

I accept cash, cheque and bank transfers where applicable.

## **Do I sell gift vouchers?**

Yes. Gift vouchers are available and make a perfect gift for friends and family.

# BEFORE YOUR APPOINTMENT

## **What should I do before my appointment?**

Please arrive on time and follow any pre treatment advice I provide. This may include arriving makeup free, avoiding certain products or completing consultation forms.

## **What happens during my first appointment?**

I may ask you to complete a consultation form and discuss your treatment goals, medical history and any concerns before your service begins.

## **Do I offer patch tests?**

Where required, patch tests must be completed before treatment. I reserve the right to refuse treatment if a patch test has not been carried out when necessary.

## **Treatment Suitability**

### **Your safety is my priority.**

Certain medical conditions, allergies, medications or lifestyle factors may affect treatment suitability. Please ensure all consultation forms are completed honestly and accurately.

I reserve the right to refuse treatment where it is deemed unsafe or inappropriate.

# ATTENDING YOUR APPOINTMENT

## **Where up Park- P014 1AB**

As you come into Paxton road just past the red letter box is a driveway with private parking. Please park in the 4<sup>th</sup> space with the red ribbon on the wall . Please park as close to the wall as possible as access is needed behind.

## **What if I am running late?**

If you are running late, please let me know as soon as possible. I will do my best to accommodate you, but your appointment may need to be shortened or rescheduled.

## **Can I bring someone with me?**

To ensure a relaxing environment and minimise disruption, I kindly ask clients to attend appointments alone unless prior arrangements have been made.

## **Children & Pets**

For health, safety and insurance reasons, children should not be left unattended within the premises.

Pets are not permitted unless they are registered assistance animals.

## **Personal Belongings**

You are responsible for your personal belongings. I cannot accept responsibility for the loss of or damage to personal items.

# CANCELLATIONS & MISSED APPOINTMENTS

## **Booking Policy**

Appointments are reserved specifically for you. I ask that you provide as much notice as possible if you need to cancel or rearrange your appointment.

Failure to attend an appointment without notice may result in a charge, the loss of any deposit paid, or a gift voucher being revoked.

Repeated missed appointments may require future bookings to be paid in advance.

## **Cancellation Policy**

I kindly request a minimum of 24 to 48 hours notice for cancellations or rescheduling.

Cancellations made with less than the required notice may incur the full appointment fee. Where a gift voucher has been used to secure the booking, the voucher may be forfeited if the cancellation policy is not followed.

Appointment time is reserved exclusively for you and late cancellations make it difficult to offer that time to another client.

# **SALON STANDARDS & POLICIES**

## **Photography & Marketing**

Photographs may occasionally be taken before and after treatments for training, portfolio or marketing purposes.

I will always ask for your permission before any images are used publicly.

## **Respect & Professional Conduct**

I am committed to providing a welcoming and respectful environment for all clients.

Abusive, threatening or inappropriate behaviour will not be tolerated and may result in the refusal of future bookings.

**Thank you for choosing me.  
I look forward to welcoming you soon.**