

## Terms & Conditions

### General

Any issues relating to La Beaute Boutique must be taken up with the owner or management. Complaints must be raised in writing

### Cancellations, Non-Refundable Booking Fees and No-Shows

In order to book your appointment, we may require your card details or for a non-refundable booking fee to be taken at the time of booking. Card details are not retained and are not viewable by the salon.

For bookings where a booking fee is required, your card will be charged at the time of booking. In the event of a no-show or late cancellation you will not be entitled to a refund.

Please note 48 Hours' notice is required for all cancellations/amendments. 100% of the total treatment price will be charged, if we are unable to fill the reserved treatment time.

Payment must be made for missed appointments before any future treatments will be allowed. This will also create a lower reliability booking score for future bookings, which may result in mandatory prepayment of future bookings

Cancellations should be made by calling us on 02920 627000

Appointment reminders will be sent 72 hours before your appointment so please contact us as early as possible to avoid your card being charged.

We reserve the right to ask for payment in full before a booking will be made. If this is done, this amount will be treated the same as a non-refundable booking fee and will be retained in proportion to the above late cancellation charges (50% for cancellations between 48-24 hours and 100% for cancellations within 24 hours of your appointment start time).

If no booking fee is taken and you cancel within 48 hours, we reserve the right to ask for a late cancellation charge of 50% (or 100% if you cancel within 24 hours) of the total appointment cost, then payment in full in advance, to book any future appointments.

If you do not show for your appointment and haven't contacted the salon, you may be removed from the online booking system. Please contact us to book a new appointment, we will require payment in full, in advance of any new appointment.

### Lateness

Please let us know if you are going to be late for your appointment, we can usually allow for a few minutes, however we may have clients after your appointment. So if you are more than 15 minutes late, we may cancel your appointment and apply the above terms as a no-show.

### Patch Testing

For all clients requiring patch tests, we will need to carry out a patch/sensitivity test at least 48 hours before your appointment. You will be asked to sign a form to confirm that this has been carried out.

Disclaimers are not permitted in our salon.

If the salon changes brands you will require an additional patch test prior to any services that require

### Complaints and Feedback

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business so we aim to deliver the highest standards in everything we do. Complaints are rare but we take them very seriously, so we have a complaints policy and process which we follow to make sure that things are put right where needed and we can learn from your feedback.

If you are not happy with the service you receive, please tell a member of staff either before you leave the salon, or as soon as possible once you have left. We will listen to your feedback and ask any necessary questions to understand your complaint, we aim to resolve any complaints within 8 weeks. If you have already left the salon, do not go to another salon as we have the right to see exactly what the service or treatment you have received from us, looks like. If you alter your service/treatment elsewhere, we will not be able to rectify any problems and will be unable to offer any sort of resolution.

Please see our 'Customer Complaints Policy' in the salon, for the full policy.

#### Property Loss or Damage

It is your responsibility as the owner, to take care of any property you bring into the salon. We take no responsibility for any property which is lost or damaged, unless it is damaged by a member of staff due to carelessness. Anything left in the salon will be held for 8 weeks, we will do our best to contact you to retrieve your property.

#### Other Terms & Conditions

Some of our services/treatments will come with their own specific terms and aftercare. These will be highlighted individually either upon booking, consultation or at your appointment.