

THERABEAUTIC

BEAUTY & AESTHETICS CLINIC

SALON TERMS AND CONDITIONS

PUNCTUALITY AND COURTESY

Arriving late may interfere with your treatment, all appointments will end at their scheduled time so that the next client will not be delayed, and a full charge will be applied. All times stated include preparation of room and client.

Please arrive a few minutes prior to treatment if it's your first appointment at the salon. This allows for any necessary consultation forms to be completed if you haven't printed these off and brought them along with you. Consultation forms are 100% confidential and is used for treatment purposes only!

Should you decide to not have all the treatments you have pre-booked and not inform me in advance, I reserve the right to charge you for all the items booked.

I reserve the right to refuse treatment if there is simply not enough time left.

I reserve the right to refuse any further booking due to continuous late arrival and no shows.

Therabeautic offers a text reminder service 48 hours before your treatment which allows plenty of time for you to rearrange your appointment if necessary. Please supply us with your mobile number if you wish to receive these reminders. Please inform us if you don't wish to receive these reminders.

I endeavour to re-schedule any appointments to a more suitable time/date if cancelled in the period allocated.

CANCELLATION

Please note 24 Hours' notice is required for all cancellations unless otherwise agreed. A charge may apply if you don't cancel in required time. This applies for pre-paid courses and vouchers too. Cancellations should be made by texting or calling me on 07859072570.

PURCHASE OF RETAIL PRODUCTS

Beauty products must be paid in full at the time of purchase or ordering. Returns are only excepted if the product purchased is unopened, unused with the seal intact and in the same condition as when first purchased. Skin reactions and allergies to a product will result in a refund if it is done within 14 days of purchase. If a skin reaction does occur Therabeautic will need photographic evidence or doctors note to be able to return to manufacturer.

PREPAID COURSES OF TREATMENTS

Have a validity of 12 months from date of purchase, unless otherwise stated.

Pre-paid courses must be paid in full on day of purchase and is non-refundable if you have a change of heart. Missed appointments will result in treatment being deducted from the course.

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GIFT VOUCHERS

Gift Vouchers are non-refundable and are valid for 6 months from date of purchase and will not be accepted after the expiry date. Vouchers may be used for services only unless otherwise stated. Vouchers cannot be redeemed for cash, sold or transferred. Your voucher must be handed to me at the start of the treatment. You are not under obligation to use the full value of the voucher during one session. Late cancellation and failure to show terms as laid out above also apply to gift vouchers.

PRICE ALTERATION

We reserve the right to alter prices without prior notice.

SMOKING

Please note that it is illegal to smoke anywhere in the salon.

DATA SECURITY

Personal data taken from clients during consultation procedures will be kept safe and in strictest confidence. We might, on occasion send you details of open evenings and promotions. If you would rather not receive these let us know.

Therabeautic never passes your details on to any third parties.

MEDICAL CONDITIONS

Please inform your therapist of any medical conditions including pregnancy prior to booking as some treatments may not be appropriate for you. Please inform me of any changes to your health as stated on your consultation form.

Certain medical conditions may be contra-indicated to some treatments.

MOBILE PHONES

For your own comfort and enjoyment of treatments please refrain from using mobile phone during treatment.

CHILDREN

Please understand that the salon cannot perform treatments on children under 16 unless they are supervised by a parent or carer. Babies and toddlers must be kept under strict supervision when they enter the salon

HYGIENE

Salon hygiene, is of course, of utmost importance and to achieve optimal cleanliness all our equipment is sterilised or disposed of after each client.

PAYMENT

Most debit and credit cards are accepted along with cash or cheques. Regrettably the salon does not accept American Express. All prices include value added tax at the current rate.

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PATCH TESTING

Patch tests are required 24-48 hours prior to having some treatments. Please refer to treatment descriptions for clarity

Patch test are strictly to be done on site only.

Anyone who has not has a treatment, which requires patch testing, within the last 6 months must have a repeat patch test before their treatment. Failure to have the patch test will result in cancellation of treatment and full payment for treatment will apply.

PERSONAL ITEMS

Please ensure you retrieve all your personal items before leaving the premises as we cannot be responsible for any lost items.

OTHER

We advise that you don't have any heat treatments less than 8 hours before and 24 hours after waxing and Microblading treatments, this includes the use of saunas, steam rooms, hot tubs, sunbeds or sunbathing. Swimming and exercising are also not recommended.

Avoid wearing your best underwear when receiving waxing.

Aftercare instructions should be followed with strict care - as prescribed by your technician – different advice might apply form one client to the next and between one treatment to the next.

Therabeautic reserves the right to refuse entrance to anyone who seems unsuitable.

Here at Therabeautic I strive to offer the best treatment possible however if you are not satisfied please contact the salon within 24 hours after the treatment, so I can address your concerns immediately. By paying for your treatment you are indicating that you are satisfied.