

## General Terms & Conditions

At Beauty by Sandy Limited salon, we offer a wide range of treatments suitable for our clients.

They vary from the normal beauty treatments such as Waxing, Manicure, Pedicure, Eyelash tint to the very up-scale cosmeceutical and most advanced treatments to include Spa facials, enzymes skin revision treatments, advanced cosmetic procedures for the removal of skin blemishes and skin for the generation of new skin cells and mainly for acne treatments.

Alternatively, please browse each page of Treatments Link from the top MENU and the price list for the specified treatments of your choice.

Please read carefully the General Terms & Conditions listed below, as they provide you with a lot of information regarding the rules of booking appointments as well as our rules for Cancellation & No Show fees.

Can't find what you are looking for? Or if you have any further questions please do not hesitate to contact us

- **by email at [info@beautybysandy.co.uk](mailto:info@beautybysandy.co.uk)**
- **or by phone on 020-8439-9196**

And if you want to make an appointment, you can click on "Request Appointment" which you can find in our Home page, and ALWAYS make sure to provide us with your mobile number in the form as we send our text reminders to all our clients for their appointments and this will avoid any missed or forgotten appointments.

### **GENERAL TERMS & CONDITIONS AT Beauty by Sandy Limited**

Please read carefully the list below of our General Terms & Conditions to familiarise yourself on how we operate.

- 1. Payment:** We accept all major credit/debit cards and cash. All payments for treatments, products must be made in full on the day of purchase. No credit is given for ANY treatments for any reasons.
- 2. Deposit:** A 50% deposit is mandatory for ALL treatments of 30 minutes & above to secure the bookings. Deposit is non-refundable if treatments are missed or cancelled without prior and valid 24 hours notice. If you attend the appointment, then you ONLY pay the remaining balance on the treatments.
- 3. Cancellation & No Show Fee Charges:** Valid credit or debit card details are required to secure all bookings of any treatments lasting 30 minutes or more. A minimum of 24 hours notice is required if cancelling or rescheduling your appointment. Failure to provide this notice will result in 50% of the total treatment price being charged to the credit or debit card. If appointments are missed or not cancelled on the day with a valid notice, £25 No Show or Cancellation Fee will be charged. Please be aware that we are strict on our 24

**hours cancellation policy: "Rail strikes, food poisoning, traffic, stuck in a meeting, my car or my boiler has broken down, my dog/cat/pet is ill. We have heard it all !!! You can contact us by phone or by email.**

- 4. Late Arrivals may unfortunately result in reduced treatment time. Therefore out of respect for other clients and the therapists, please make sure you arrive on time for your treatments. Otherwise, you will have to wait until being able to be fitted in depending on the time allocation for the treatment or your treatment will be rescheduled to alternative time.**
- 5. Gift Vouchers : These vouchers are a great and thoughtful way to treat a loved one for that special occasion. Gift vouchers are always well received by any for any occasion. You can choose a value or a package of treatments. We can post the Gift Vouchers to the intended person on your behalf. Contact us in salon, via phone or email for more details. NB : Vouchers are non-transferable and only redeemable against treatments. Vouchers are valid for only three months from date of purchase.**
- 6. A patch test is required for eye treatments such as eyelash tint, eyelash perm and eyelash extension 24 hours prior to treatment. If the results from the patch test are negative (no adverse reactions on the skin), then we schedule the appropriate treatments.**
- 7. Please advise the therapist or the receptionist if you are pregnant or have any medical conditions prior to making an appointment as some treatments may not be suitable.**
- 8. For any persons under the age of 18 years, a parent or guardian's presence is mandatory to give consent for the treatments and to sign the forms and the consultation cards. Failure to provide this presence, the management reserves the right to refuse any treatments to persons under the age of 18.**