

ESSENTIAL INFORMATION

Treatment Bookings

To avoid disappointment we suggest booking in advance, if you have a preferred therapist or you require evening or weekend appointments. Regular clients book appointments up to 8-12 weeks in advance, especially during the summer months and the lead up to Christmas.

Medical Conditions & Pregnancy

At the time of booking treatments we request that any clients with medical conditions or allergies (i.e. pregnancy, cancer) inform us. We can then advise on what treatments are best suited, which will avoid disappointment on the day.

Arrival Time

We recommend you aim to arrive to the salon 15 minutes prior to your appointment time (10 minutes for regular clients) to complete any necessary consultation forms and allowing time for parking. Please understand that arriving late may result in your treatment time being reduced and charged at the full treatment price.

Parking

We provide parking for up to ten cars and would kindly ask you not to block others cars in as we are unable to move them. Alternative parking can be found along Crawley Lane and Worth Park Avenue. The use of the doctor's surgery carpark is available after 6pm weekdays and all day on weekends.

Cancellation Policy

Due to the high demand for appointments, a minimum of 24 hours' notice is required to cancel your appointment, failure to provide this will incur a 50% cancellation charge. Spa packages and treatments of 2 hours plus will require a minimum of 48 hours' notice, failure to provide this will incur a 50% cancellation charge.

No Show's

Unfortunately missed appointments hurt us and 'No Show' appointments will be charged at the full treatment price. Charges will be added to your client account and will need to be settled before any future appointments are made.

Re-Work

If after having your treatments you find there is a problem with the results, we invite you back in to the salon within a maximum of 3 days from the completed treatment date to allow us to fix the problem. Anything past 3 days will result in repairs/re-work being a chargeable service.

Patch Tests

If you are having any of the following treatments you will be required to come to the salon at least 24 hours prior to your appointment to have a patch test carried out regardless of whether you have had the same treatment in another salon. We will not perform any of the following treatments without a patch test being completed: Lash Perfect & Russian Lash Extensions, LVL Lashes, Tinting and Biosurface Peel™ Treatments.

Children

We request that you avoid bringing young children and babies into the salon. This is to comply with health and safety regulations and to respect the relaxing environment we aim to provide to our clientele.

Teen Treatments

Teen's aged under 16 will need a parent or guardian to remain within the salon whilst the teen treatments are performed, they will also be required to complete a parental consent form. Teen's aged 16 or 17 will need the same parental consent but do not need a parent or guardian to remain within the salon.

Mobile Phones & Ambience

We politely request that mobile phones are switched to silent mode and not used while in the salon. We would also ask that voice volume and tone are kept to a minimum to respect other clients and the relaxing salon ambience we aim to provide.

Treatment Courses

Courses are available to purchase on selected treatments shown throughout the pricelist. All courses must be paid in full and completed within 6 or 12 months (as specified) Courses are non-refundable or transferable. 'No Show' appointments and incorrect cancellation times given on courses, will result in 50% or 100% of one single treatment being deducted from the course value.

Payments

We accept all major credit and debit cards along with cash payments. Beautiful Nails & Body Salon reserves the right to change treatments and prices at any time without prior notice. We are unable to add staff tips to credit/debit card payments.

Gift Cards

Gift cards can be purchased in store, they can be used towards treatments, products and courses and are non-refundable. Gift cards are valid for a strict 6 months from date of purchase. We are unable to honour expired gift cards and they will not be accepted as means of payment if the expiry date has expired.

Deposits

Beautiful Nails & Body Salon reserve the right to request a deposit in order to secure an appointment. Spa packages, parties and any individual treatment of 2 hours plus will require a 50% deposit. Changes to the appointment must be made in accordance to our cancellation policy.

Loyalty Schemes

You will benefit from a discounted loyalty treatment on every 5th visit to the salon. The loyalty treatments are selected in-salon and vary every month. The loyalty treatment can only be claimed if you have a stamped loyalty card and present this to reception at time of payment.

Feedback

We truly value your opinions. Without your feedback and suggestions we are unable to make changes and grow. If you have any feedback or concerns regarding any of your treatments or your experience while visiting Beautiful Nails & Body Salon you can email the Salon Owner; Denise Holland-Brown in strictest confidentiality at beautifulnailssalon@gmail.com