



## Bespoke Beauty by RH Terms and Conditions

### Bookings

Booking an appointment for a treatment can be done by booking on our website or by calling or messaging the salon. An appointment is not complete until a confirmation has been sent or verbally confirmed on the phone. Bookings for unsocial hours (see [Hours of Operation and Availability](#)) will not be accepted at less than 24 hours notice.

### Deposit

Appointments will require a booking fee which is non-refundable to secure bookings. The booking fee for salon appointments are £10. Any bookings over the value of £100.00 or a wedding booking will require a 50% booking fee, which is non-refundable.

### Payment

Payments must be made in cash or a bank transfer prior to or at the time of appointment.

Card payments can also be made if this service is available. All prices include value added tax at a current rate.

For beauty training courses the balance must be paid 7 days prior to the start date.

For a course of beauty treatments payment is made in full (unless a payment plan has been arranged) before the start of the course.

For wedding bookings, the balance is to be paid on or before the wedding day before any services are carried out.

For new clients, the balance must be paid prior to the service on the first appointment.

### Punctuality and Courtesy

Please arrive a couple of minutes prior to the treatment if it is your first appointment at the salon. We require for you to complete a personal consultation form online via the website [www.bespokebeautybyrh.com](http://www.bespokebeautybyrh.com). This document is 100% confidential and is used for treatment purposes only.

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: i.e. 5 minutes at the beginning/end of treatment.

### Courses of Treatments

Have a validity of 12 months from date of purchase, unless otherwise stated. Any courses which have not been used within the year will be void. This also includes Laser courses. All courses must be paid in full at the time of booking (unless a payment plan has been arranged) and are non-refundable. Missed appointments can result in treatments being deducted from your course. Payment

plans can include a 20% increase on the full payment price; if the payment plan exceeds 4 months, after the initial deposit payment.

### Beauty Courses

Beauty courses must be paid for at the time of booking (unless a payment plan has been arranged). Once the payment has been made, the training manual for the course will be sent via email to the student for learning and completion of the theory side of the course. The student must have completed the theory manual before attending the practical training sessions.

### Loyalty Reward Card

Your loyalty card cannot be used in conjunction with laser treatments and any other offer or discounts. All client loyalty cards remain the property of Bespoke Beauty by RH. Bespoke Beauty by RH reserves the right to without notice: a. terminate the scheme b. decline to issue Loyalty cards c. withdraw or cancel the loyalty cards collected d. alter or amend the terms & conditions of the Bespoke Beauty by RH loyalty scheme.

You will not collect loyalty points on loyalty treatments. Cannot be used in conjunction with laser treatments, special offers, promotions, or gift voucher.

### Gift Vouchers

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

### Price Alteration/ Treatment changes

We reserve the right to alter prices without prior notice. We reserve the right to change the nature of any treatments, course, or package.

### Our Right to cancel

If a therapist is not available to carry out your treatments through circumstances beyond our control, we reserve the right to transfer the booking to an alternative therapist. In unusual circumstances we may need to cancel your booking. If we cannot fulfil your appointment, we will contact you by telephone and email (where possible). The management reserves the right to refuse entrance to anyone whom they deem unsuitable.

### Cancellations

Please note 24 hour notice is required for all cancellations, otherwise 100% of the total treatment price will be charged if we are unable to re-sell the reserved treatment time. Clients will also lose their deposit upon cancellation. Cancellations should be made by calling us on 07866 765879. Any no show appointments will not be rebooked again unless payment has been made for the new appointment in full at the time of booking, together with the missed appointment charge.

### Patch Testing

A patch test must be carried out for certain treatments at Bespoke Beauty by RH at least 24 hours prior to your treatment. Anyone who has not had a treatment within the last 6 months must have a repeat patch test before their treatment. Failure to have a patch test will result in the Salon being unable to carry out the treatment and a 100% cancellation policy will apply.

### Hours of Operation and Availability

General hours of operation are 6 days a week. Hours of work are Monday to Friday 9am to 2.30pm and 5pm till 7pm. Saturday 10am till 6pm. Any Additional hours of availability is at the owner's discretion. Any hours of work at unsocial hours (before 7am and after 7pm, and some of the main bank holidays) will incur an additional charge of £20 per hour (this includes travel time also). Bridal and special occasion booking times if out of this availability can be discussed with us at the consultation stage.

We will reply to enquiries via text, email or on social media platforms usually between 8pm to 9pm daily. We will not respond to calls/ messages out of work hours.

### Travel

We do travel out for certain treatments. A call out fee is charged and can be confirmed upon request depending on the time and distance. .

### Purchase of Retail Products

Beauty products must be paid for in full at time of purchase or ordering.

### Refunds and Exchanges

Products must be returned unused, unopened with their seal and in the same condition as they were originally purchased from Bespoke Beauty by RH. We will not accept for exchange or refund any item which has been used or is not in the exact condition in which it was purchased from us. This does not affect your statutory rights.

We do not provide refunds on treatments, however if we do not perform treatments to your standards please contact the salon within 24 hours of your treatment, for the salon to be able to assist any of your concerns. If the salon is closed, please leave a message or email us and we will contact you as soon as possible.

We do not offer refunds on courses. The course payments are non transferable and non refundable. If you are unable to attend your course this will result in the loss of a full payment. (If there is a genuine reason, we may allow you to re-book). Any re-bookings or transfers onto another course will incur an additional £50 re-booking fee. No refunds will be given to a client who books the wrong course.

### Data Security

All clients are required to complete a consultation form prior to commencing treatments. Personal details taken from clients during consultation procedures will be kept safe and in the strictest confidence. We would, on occasion like to send you details of special promotions. If you would rather not receive these please let us know. The option to opt out is available when you fill in the consultation form online.

### Medical Conditions

Please inform your therapist of any medical condition including pregnancy prior to booking as some treatments may not be appropriate for you. Please ensure your therapist is made aware of any medication/topical treatments or if you are under the care of any other practitioners and receiving any treatment prior to booking any treatment. Failure to inform your therapist will be at your own risk.

You agree that any products used or treatments carried out are suitable for you and any adverse side effects are not the responsibility of the therapist and/or Bespoke Beauty by RH, therefore will not be refunded.

#### Mobile Phones

In the interest of comfort of all our clients and to maintain a calm and peaceful environment, please refrain from talking on a mobile phone and ensure it is switched off, or on silent, for the full duration of your time at the salon.

#### Children

Please understand that we cannot accommodate children during your treatment.

#### Personal Items

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

#### Corvid 19 policy

Any clients who enter premises will be asked to sanitise their hands and must wear a mask.

We will be wearing PPE as per the guidelines issued.

We reserve the right to treat clients who have symptoms who we feel should return once their symptoms have cleared.

We will be thoroughly sanitising between clients.

Client consultation forms will be completed online.

Clients may check in via the QR code at the salon to log into the Track and Trace app.