

# Bespoke Beauty by RH Terms and Conditions

## Punctuality and Courtesy

All appointments will require a minimum £10.00 deposit to secure bookings, which is non-refundable. Any purchase over the value of £100.00 will require a 50% deposit. Which is non-refundable.

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 and end of treatment.

Please arrive 10 minutes prior to treatment if it is your first appointment at the salon. We require this time for you to complete a personal consultation card, this document is 100% confidential and is used for treatment purposes only.

Out of consideration for other clients, clients who are more than 15 minutes late for an appointment may have to reschedule and will incur a £10 charge, or will have their appointment time reduced but will still be charged full appointment time.

## 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. In the event that we cannot fulfil your appointment, we will contact you by telephone – where possible. The management reserves the right to refuse entrance to anyone whom they deem unsuitable.

## Cancellations

Please note 24 Hours notice is required for all cancellations, otherwise 50% 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 or 01772 765799.

## 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.

## Prepaid 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, All courses must be paid in full at time of booking and are non-refundable. Missed appointments will result in treatments being deducted from your course.

## 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, promotion 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 above 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.

#### 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.

#### Medical Conditions

Please inform your therapist of any medical condition including pregnancy prior to booking as some treatments may not be appropriate for you.

#### 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 under 12 unless supervised by an adult during your treatment.

#### Payment

Cash and bank transfer at the time of appointment are accepted only. All prices include value added tax at a current rate.

#### Patch Testing

**A patch test must be carried out 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.**

#### Personal Items

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

Here at Bespoke Beauty by RH we strive to offer the best treatments possible however if we do not perform treatments or services to your standards please contact the salon within in 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.

#### **Birthday Emails/Texts**

Birthday emails and texts cannot be used in conjunction with any other special offer, promotion or Gift Voucher.

Email/text message must be quoted when booking appointments.

Email/text message is only valid for 1 month from the date it is sent.

Email/text message discount is applied to the lowest value treatment, when multiple bookings are made.

One Email/Text Messages Discount Per Client Only.