

**Afrodite Hair And Beauty Salon LTD**

**Terms and Conditions**

We are a family run local business, due to recent feedback and updates to our business, we ask you to confirm you have read and understood the below.

**Payment Policy**

* All bookings will a require 50% deposit, cancelation within 72 hours of your appointment you will be liable to a 50% cancelation charge. If you were to cancel within 24 hours of your appointment you will be liable to a 100% cancellation charge.
* We accept cash, card or BAC’s payments. Payment methods will require confirmation of receipt from your therapist at your appointment. BACs payments should be made before your treatment.
* We do not store credit card details nor do we share customer details with any 3rd parties.
* Our BACs details are the following:

*Account Name: AFRODITE HAIR AND BEAUTY SALON LTD*

*Sort Code: 04-00-04*

*Account Number: 08634201*

**Cancelation policy**

We ask you give us as much notice as possible should you need to cancel. Cancelations with less than 72 hours notice prior to your appointment will result in you being liable for 50% charge of the total booking, cancelations less than 24hours notice will result in you being be liable for 100% of the total booking. \*It is at the discretion of the owners to allow this charge to be carried forward to another appointment.

**Mobile Treatment policy**

* Parking- as we are mobile, we do ask you to let us know the best possible place to park. If this is not possible or is paid parking this will be added to your booking.
* We aim to arrive on time for every appointment, however we cannot always guarantee the traffic/accidents on the road. We will let you know if we are running late.
* Afrodite Hair and Beauty Salon LTD shall not be liable to the host or guests for any loss, injury, damage, expense or delay suffered by said host or guest. This exclusion shall extend (but not be limited) to the consequences of any act of omission (whether wilful, negligent, reckless, dishonest or otherwise) which takes place during the party.

H**ome Cabin Treatment Policy**

* Upon confirmation of your appointment you will be sent our cabin address. We do please ask you respect our neighbours and either park on or in front of the drive or up the road towards the bend.
* Please arrive 5 minutes before your appointment

**Beauty Treatment Policy**

* Nail treatments - We do not take off work competed by other therapists for free, please let us know if you have

 gels/ acrylics on prior to appointment to avoid disappointment or unexpected additional

 charges.

 - If you require a nail fix caused by accidental damage by yourself this will incur a fee. If an

 extension were was to pop off and no accidental damage was evident within 3 days we will

 waiver the charge to repair.

* Massage treatments- we are not medical professionals and cannot diagnose any injuries. Our advice is our own and will advise you to seek a medical professional.
* Lash treatments - Please do not wear make up to your lash appointment. You will be required to take out

 contact lenses prior to your appointment.

 - All lash treatments require a patch test at least 48 hours prior to appointment.

 - We do not infill or take off other therapists lash work

* Beauty treatments\* will only be carried out on young adults aged 12 years and over (massage will only be carried out on over 18 years) with parent or legal guardian consent and must be accompanied by a parent/ legal guardian.

\*this excludes children’s pamper parties

**Hair Treatment Policy**

* All hair colouring treatments require a patch test at least 48 hours prior to appointment.
* Hair Extension deposits will vary depending on amount of hair required and length of time it will take. Deposits must be paid at your hair consultation.
* Hair correction from outside stylist will incur additional charges.

**Pamper Party Policy**

* The Host should state if they, or any Guest/s, has any medical conditions and/or if they are pregnant before making a Booking (or as soon as this information becomes available if a Booking has already been placed).  The Host acknowledges that not all Treatment/s will be suitable for Guest/s who are pregnant.
* All participants must fill out a client consultation form, if the client is younger than 16 years old an adult or legal guardian will be required to complete this.
* Afrodite Hair and Beauty Salon LTD shall not be liable to the host or guests for any loss, injury, damage, expense or delay suffered by said host or guest. This exclusion shall extend (but not be limited) to the consequences of any act of omission (whether wilful, negligent, reckless, dishonest or otherwise) which takes place during the party.
* All pamper party bookings will require 50% non refundable deposit, cancelation with more than 4 days notice will result in deposit refund. Cancelation with less than 48hrs notice will result in deposit loss.
* The Party Host is responsible for providing an accurate address and relevant contact details for the Party.

I …………………………… fully understand the terms and conditions for Afrodite Hair and Beauty Salon LTD and understand if I do not do the above then this may result in Afrodite Hair and Beauty Salon LTD. cancelling your appointment.

Signed……………………………………….. Date………………………………………..