

## SALON POLICIES

- Deposits must be paid within 24 hours from making the booking to confirm your appointment.

We reserve the right to cancel any unconfirmed appointments.

- Please arrive 5 – 10 minutes before your appointment. Treatments may be shortened or cancelled if you arrive late for your appointment – cancellation policy will apply.
- It is your responsibility to inform us of any changes in circumstances or medication prior to your appointment – cancellation policy will apply.
- Patch tests must be carried out 24 - 48 hours prior to your treatment. It is the clients responsibilities to ensure the patch test is booked – cancellation policy will apply. A patch test does not guarantee that an adverse reaction to the treatment/products use will not occur as only the small amounts of products/treatments are being patch tested.
- Due to limited seating in the waiting area, please attend your appointment alone.
- Minors (under 18) attending treatments need to be accompanied by a parent or guardian at all times.
- Food and drink are not permitted in the clinic.
- Smoking and e-cigarettes are not permitted in the clinic.
- You are responsible for your belongings on the premises, we are not taking any responsibility for losses or damages.
- Children are not allowed in the clinic for safety reasons.
- Gift Cards – They are for services only, and cannot be redeemed on products. They cannot be redeemed for cash, returned or refunded. We may replace a faulty, lost or stolen Gift Card at our own discretion. Any replacement Gift Card will be given the same unused value (at the time of replacement)
- Returns/refunds – If you have changed your mind about purchasing a product please contact us within 24 hours for a return or exchange. The product and packaging must be intact – as sold, unopen and sealed with the leaflet still inside. Please be aware that we will not accept any products that we won't be able to re-sell. For faulty products, please contact us within 7 days of purchasing with a description of the fault and a photo/video sent to [Beautybymclinic@gmail.com](mailto:Beautybymclinic@gmail.com). We will not be able to accept any returns or refunds after any time listed above.
- Treatments – We do our utmost to provide the highest quality treatment service we can, if no issues have been brought to our attention prior to the client leaving

**the salon then we consider that the treatment has been provided to the required standard without further liability. Each treatment comes with a risk, we do everything to limit the risk by thoroughly checking each client's medical history, lifestyle, diet etc. By signing the treatment agreement given before the treatment begins, you are understanding and accepting those risks.**

**We will not take any responsibility for what happens after the treatment has been carried out.**

**The effects of each treatment may vary as each individual is different. To get the best results possible, it's important to follow the aftercare advice given.**

**Aftercare is the clients responsibility.**

- **Treatment packages - If you have decided to cancel your treatments mid-course, a full treatment price will apply to the treatments already received and the remaining balance will be refunded.**
- **Our clinics/Star Nails are conducted by separate entities from BeautybyM Ltd. We will not take any responsibility for their services. Please contact the treatment provider.**
- **We reserve the right to refuse service or entry to the clinic to ensure that we are in a safe environment.**

**Cancellations or amendments made less than 24 hours' notice result in losing your deposit, please see our Cancellation & Reschedule Policy for more information.**

**Please note that by booking with BeautybyM, you are accepting our policy terms.**

Our aim is to provide you with an excellent level of service and our policies help us achieve this. Thank you for viewing and supporting our policies criteria.

Thank you for understanding.