

## Terms and Conditions for Bookings:

### 1. Booking Process:

Customers are required to book their appointments through the designated calendar system provided by the service provider. Only bookings made through the calendar will be considered valid and secure a date for the customer's appointment.

### 2. Rescheduling Policy:

Customers are allowed to reschedule their appointments within 24 hours of the original booking without any penalty. However, if a customer fails to reschedule within this timeframe, they will forfeit 50% of their deposit.

### 3. Late Arrival:

If a client is running late, they must notify the service provider as soon as possible. The service provider reserves the right to cancel or reschedule the booking if the client is more than 30 minutes late, without any liability.

### 4. Deposit Requirement:

A deposit is mandatory for all treatments and packages at the time of booking. The deposit can be paid through the available payment methods specified by the service provider.

### 5. Payment Options:

For package bookings, customers have the option to pay in two or three instalments. The first instalment for pay in two will be 50%, which is equivalent to 50% of the total price. The first instalment for pay on three will be 33%, which is equivalent to one third of the price. The deposit must be paid during the booking process. The remaining two instalments can be paid according to the agreed-upon schedule provided by the service provider. Clients can also pay in full.

### 6. Cancellation Policy:

If a customer cancels their appointment within 24 hours of the scheduled time, they will lose 50% their deposit unless, they rebook within the specified booking allowance. If a customer cancels their appointment within 12 hours of the scheduled time, they will lose their deposit in its entirety unless they rebook within the specified booking allowance.

### 7. Rebooking Limit:

Customers are given the opportunity to rebook their appointment up to three times without losing their deposit. However, after three rebooking's, if a customer wishes to cancel or reschedule again, they will forfeit their deposit.

### 8. Refund Policy:

Refunds for deposits or payments made are subject to the terms and conditions outlined in this document. In cases where a refund is applicable, it will be processed according to the refund policy specified by the service provider.

### 9. Service Provider's Rights:

The service provider reserves the right to modify or cancel any appointment due to unforeseen circumstances such as staff unavailability, equipment failure, or other reasons beyond their control. In such cases, every effort will be made to reschedule the appointment at a mutually convenient

time.

#### 10. Customer Responsibilities:

Customers are responsible for providing accurate and up-to-date information during the booking process. It is their responsibility to arrive on time for their scheduled appointment and adhere to any specific requirements or instructions provided by the service provider.

#### 11. Liability:

The service provider shall not be held liable for any damages, losses, or injuries incurred during or as a result of the customer's appointment, except in cases of proven negligence on the part of the service provider.

#### 12. Governing Law:

These terms and conditions shall be governed by and construed in accordance with the laws of The United Kingdom without regard to its conflict of law provisions.

#### 13. Severability:

If any provision of these terms and conditions is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

#### 14. No Show:

If a client does not show up for a booking without prior notice or doesn't make communication with us within 24 hours to reschedule, they will lose their deposit in its entirety.

#### 15. Booking Confirmation:

A booking confirmation will be sent to the client via email or phone after the booking is made. The confirmation will include the date, time, location, and other relevant details of the booking.

#### 16. Disputes:

Any disputes or claims must be made in writing to the service provider within [30 days] of the booking date.

#### 17. Payment:

- Payment is due at the time of booking, unless otherwise agreed upon by the service provider
- The total cost of the booking, including the room fee of £20, must be paid in full at the time of booking unless otherwise agreed upon by the service provider.
- Payments can be made using accepted credit or debit cards or other payment methods specified on our website and contactless in person payments can be made using Square payments portal and cash is also accepted.
- All prices are inclusive of applicable taxes and fees.

#### 18. Consultation Forms:

All clients are required to complete and sign a consultation form before their booking can be confirmed. This form will be provided to you by us and will include information about your needs, preferences, and any relevant medical history.

#### 19, Signing Consent Forms:

All clients must sign a consent form before their booking can be confirmed. This form will include information about the services you will receive, as well as any risks or side effects associated with those services.

Please note that these terms and conditions are subject to change at the discretion of the service provider. It is recommended that customers review them periodically for any updates or modifications.