

# The Beauty Spot at The Courtyard: Essential Information



## Booking Deposit

When booking online a small booking fee will be taken according to the price of the treatment. This is non-refundable and managed by Phorest Online Booking Software. All new clients booking with our receptionist are required to pay a 50% deposit to secure your booking. A 50% deposit may also be required for treatments of over £50. A 50% deposit is required for all Pamper Packages.

## Online Booking

Our online booking system is hosted by Phorest Salon Software; by booking through them you are entering into an agreement with Phorest, and all deposits and fees are handled by them. As appointment availability given by the online booking software is computer generated it may not be the most convenient appointment available. Therefore we may contact you directly about your booking to make slight amendments so that we can accommodate other clients and make the best use of our therapists time. By booking online you agree that it is your responsibility to ensure you are booked in for the correct treatment and you are responsible for cancelling and amending your appointments accordingly. The Beauty Spot at The Courtyard may still charge for appointments booked in error. We thank you for your understanding.

## Arrival Times

We recommend arriving 5-10 minutes prior to your appointment; this allows time for completing any required consultation forms, choosing a nail colour where applicable and time to relax with a drink before your treatment begins. Arriving late to your appointment will limit the time of your treatment, reducing its effectiveness and your enjoyment. Your appointment will finish on time to prevent the next client from being delayed. If the reason for a delayed appointment start time is due to your therapist running behind, then you will receive the full treatment time.

## Treatment Times

All of our massage and facial treatments have an advertised appointment time and treatment time. The appointment time is the allocated time you are given with our

therapist and allows for time to go through to the treatment rooms, a consultation, time for the therapist to get you a drink at the end of your treatment, give you appropriate aftercare advice plus time to get changed. The treatment time is the amount of hands-on treatment time you should expect to receive i.e. the amount of time the therapist spends massaging the treatment area. All times are for guidelines purposes. In some cases, treatments times may be slightly shorter than advertised, especially with waxing, manicure and pedicure treatments. This is due to the area being treated needing less work than the average person, i.e. hair type, hair quantity, amount of hard skin, amount of cuticle, nail bed size etc.

### **Children and Age Restrictions**

To ensure everyone has a relaxing experience, we kindly request that children are not brought along to your treatments. Any clients that do bring children along will, unfortunately, be turned away as we are not insured have them on the premises. The minimum age for the majority of treatments is 16, please ask at reception for more information. Teenagers from the age of 13 to 16 can have waxing, manicures and pedicures but must be accompanied by an adult at all times because none of our staff are CRB checked. Intimate waxing is only available to female clients 18 and over.

### **Mobile Phones**

To ensure everyone has a relaxing experience, please switch your mobile phones off on arrival and respect the quiet and relaxing nature of our salon. If you must make a phone call, please do so outside in the car park.

### **Pregnancy and Medical Conditions**

Any pregnancies, medication or recent medical conditions must be mentioned at the time of booking. During pregnancy, massages and facials can be carried out after the first trimester (12 weeks). We will only carry out massage, facials and intimate waxing after the 6 weeks postpartum check, 12 weeks if having undergone a C-section. We are able to carry out massage treatments and facials on clients undergoing or having recently undergone treatment for cancer. We do not recommend having waxing whilst undergoing chemotherapy as skin can become thinner with an increased risk of infection. If you have been diagnosed with any other medical condition that may affect your treatment, we may require a medical certificate to be able to go ahead with your treatment, so please notify us prior to your appointment. We may have to turn you away if we have not been previously notified and a medical certificate has not been provided.

## **SMS and Email Reminders**

We usually send out a courtesy SMS reminder at least 48 hours prior to your appointment reminding you of your appointment date and time. We also send an email reminder 24 hours prior to your appointment, within this email, there is a link to the exact details of your appointment. We recommend checking this to ensure we have the correct treatment and therapist booked for you. The Beauty Spot at The Courtyard cannot guarantee the reminder service as it is hosted by another company, therefore we impress on you not to rely on this to remember your appointment. You may still be charged for missing an appointment if you do not receive the reminder text message.

## **Manicures and Pedicures**

Jessica polish can take up to 8 hours to dry, sometimes longer depending on the colour and base coats used. Please allow plenty of drying time after your appointment. The Beauty Spot at The Courtyard cannot accept responsibility for smudged nails once the client has left the salon. Jessica GELeration is dry instantly. We kindly request that you do not book to have gels removed that were applied elsewhere, we can only remove gels that have been applied at The Beauty Spot at The Courtyard. If you turn up to your removal appointment with a product that was applied elsewhere, we will unfortunately have to turn you away and you may incur a cancellation fee. We recommend bringing flip flops along to your appointment if having a pedicure with polish. We are happy to repair any damage to gel nails up to a week after your appointment, after this time any damage will be deemed wear and tear. To ensure your manicure or pedicure lasts as long as possible we recommend booking in for a treatment that includes cuticle work.

## **Waxing**

We recommend that the hair being waxed is no shorter than 5mm. If you are a regular shaver the hair may need to be longer than this as it tends to grow out of the skin at an angle making it more difficult to remove. If you're having a Bikini, G-String, Brazilian or Hollywood wax, trim the hair slightly first. It will minimise pulling on the hair during waxing and therefore reduce any discomfort. Stay away from direct sunlight, sun beds and heat, for example hot baths or saunas, for 48 hours after having a waxing treatment. Avoid skincare products or skincare treatments for 24 hours after waxing. After 24 hours it is important to moisturise and exfoliate the area regularly to avoid in growing hairs.

## **Patch Test**

We carry out patch tests at least 48 hours prior to the following treatments: tanning, eyebrow and eyelash tinting. This is to protect ourselves and our clients from having an

adverse reaction to the products used. If you have had the treatment done elsewhere, we still recommend a patch test as the product used may be different.

### **Gift Cards**

The Beauty Spot at The Courtyard gift cards can be purchased for any amount and can be exchanged for products or services of an equal value or used in part payment to a higher value. No cash can be redeemed from the voucher, and they are non-refundable and non-transferable. The vouchers are valid for 9 months from the purchase date. We will accept expired cards for up to 1 month after the expiry at 50% of their value. We retain the right to refuse out of date gift cards. If buying as a Christmas gift the voucher can be valid from 25th December for 9 months, but this must be mentioned at the time of purchase. Gift Cards are available to purchase either in the salon or over the telephone. If purchased over the telephone, we can send the Gift Card to you or the person it is for. E-vouchers are available to purchase online [here](#). We reserve the right to change our prices at any time. Gift cards are not valid for use with any of our independent practitioners.

### **Staff Annual Leave**

We are more than happy to take appointments in advance but would like to make clients aware that the therapists only have to give 1 months' notice of annual leave or termination of their employment. If appointments have been booked, we will endeavour to reschedule them with another therapist and will contact the client accordingly.

### **Email Bookings and Cancellations**

We kindly request that clients do not try to book via email. We are constantly taking bookings via telephone and our online booking system, therefore in the time it takes to respond to emails appointments are often taken by another client. To avoid disappointment we recommend booking online or calling 01256 363417. Although our reception is usually manned our emails are only checked periodically throughout the day, therefore we also ask that appointments are not cancelled via email but rather are cancelled over the phone to give us the best possible chance of filling the appointment. If an appointment cancellation has been attempted via email and we have not responded this will mean we have not received it, you are therefore required to call otherwise you may still be charged for the appointment.

## **Cancellation Policy**

- ❖ We kindly ask for at least 48 hours' notice if you wish to cancel or reschedule an appointment. Cancellations with less than 48 hours' notice will incur a 100% cancellation fee, even if the appointment is rescheduled.
- ❖ Cancellations within one hour of the appointment start time will be classed as a "no show", and full payment will be required.
- ❖ If you fail to attend an appointment without prior notice, the full cost of the treatment will be charged.
- ❖ When booking online, a non-refundable booking fee is taken according to the price of the treatment. If you do not attend the appointment, the full cost of the treatment will be charged to the card used when booking. Please see Phorest Terms and Conditions for more details.
- ❖ Any treatment over £50 booked via our receptionist requires a 50% deposit at the time of booking.
- ❖ All new clients are required to pay a 50% deposit for their first treatment. This is refundable if 48 hours' notice is provided for cancellation.
- ❖ For Pamper Packages, we require 72 hours' notice for cancellation or rescheduling due to the significant amount of therapist time reserved.
- ❖ If applicable, gift vouchers may be redeemed and deposits retained in the case of late cancellations or no-shows.
- ❖ Clients with a history of missed appointments without notice will be required to pay in full at the time of booking for any future treatments.

## **Disclaimer**

The Beauty Spot at The Courtyard has made every effort to ensure that the information on our website is accurate. However, we accept no responsibility for any errors, omissions or inaccuracies in respect of the information contained in the material provided by The Beauty Spot at The Courtyard, nor is the provision of the material by The Beauty Spot at The Courtyard to be construed as any representation that there are no other materials or information available in relation to the information provided. We have the right to refuse treatment if we feel necessary. By booking an appointment or purchasing gift cards or products from The Beauty Spot at The Courtyard you agree to the terms and conditions.