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**TERMS AND CONDITIONS FOR
APPOINTMENTS AT THE WATER’S EDGE RETREAT**

**Company Details**

The Water’s Edge Retreat
14b Fore Street
Hayle
Cornwall
TR27 4DY

**Self Employed Therapists, Yoga/Pilates Instructors and Beauticians**

The following people are self-employed Therapists and Beauticians operating their business’ inside the salon:

Shelley Worth
Keely Harris
Tracy Dickins
Hannah Seaton-Whitehouse
Tracy Henderson
Rachel Penney
Pippa Moran
Hilary Walker
Natasha Burns
Lisa Portman
Mel Morrish
Najat Myers

Terms, conditions and prices may vary among these people. All self-employed persons hold valid public liability insurance.

**Appointments and Bookings**

Appointments can be made either in the salon, by phone or through Facebook. Beauty and massage treatments can be booked through The Water’s Edge Retreat or through our online booking system available on our website and Facebook page. All other therapies require you to contact the relevant Therapist but we are happy to pass on your details for them to contact you.

You are advised to pre-book appointments to ensure availability.

Please ensure you give us correct contact information. We will send reminders by text to notify you of your upcoming appointment.

Appointments booked for Lash Lift, Brow Tint, Lash Tint, Eye Trio, Microblading or Microdermabrasion require a Patch skin test 48hrs prior to treatment. We have the right to change or cancel your appointment if this hasn’t been completed.

**New clients**

If this is your first beauty appointment here at The Water’s Edge Retreat and your treatment is over the value of £40 we ask for full payment upon time of booking. Any appointments booked after your initial appointment do not require to be pre paid,

As a new client you will also be asked to complete a brief consultation form upon arrival of your first appointment. All details we ask for are required so we are able to contact you and carry out treatments. These forms are stored in a locked filing cabinet.

If you are booking for a treatment which requires a patch test we will also ask you to sign a slip to confirm you agree to the patch test and that it has been carried out on that date. These forms will be stored along with your Consultation form in a locked filing cabinet.

N.B. For treatments requiring patch tests we will not accept waiver forms or consent to carry out a treatment without a patch test as we will not be covered by our insurance.

Legal advice states that if we agree with a client to circumvent any warranted procedure (e.g. if a client refuses a patch test and we then give a treatment that requires a patch test even if the client signs a consent form) courts will usually award damages against us in any claim then made. The legal principle is that if a professionally qualified person acts unprofessionally in doing a procedure which is against good practice then it is an unfair contract for the client to sign a consent form.

**Changes & Cancellation**

If you are required to change or cancel an appointment, please contact the salon as soon as possible.

On booking an appointment here at The Retreat you will agree to providing us with notice of 48 hours for any changes or cancellations to your booking.

If 48 hours notice are given, we will happily reschedule your appointment.

Please note, if you are cancelling an appointment and have made a prepayment for your appointment online we will deduct £2.50 before refunding you to cover the admin and banking charge. Refunds can take up to 7 days to reach your account.

If less than 48hrs notice is given then we will make a charge for the full treatment cost and reserve the right to ask for a deposit or full payment on booking for any future appointments.

If on the day your Therapist or Beautician is not available to perform the service (e.g. sick) we endeavour to contact you as soon as possible. We will try to offer another therapist or reschedule your appointment.

**Late Arrivals & No Shows**

You should aim to arrive at the salon ready for your appointment time. We understand that you may run late and we ask that you contact the salon to notify us if you are going to be late. We may be required to amend or shorten the time of your appointment to avoid inconvenience to other clients.

If after 15 mins of your scheduled appointment time you fail to show, without notification from yourself, we will mark the appointment as a ‘No-Show’. This will be marked upon your file. We then reserve the right to ask for a deposit or full payment for future appointments.

**Prices**

Prices on our price list and on our website act as a guide. They do not include pre-agreed prices, offers or packaged deals. Final prices will be agreed on consultation.

**Skin Test Policy**

You must have a skin test carried out if:

You are a client receiving Microdermabrasion, Microblading, Eyelash Extensions, an eyelash tint and/or eyebrow tint, Eye Trio or Lash Lift service for the first time at The Water’s Edge Retreat or an existing client who hasn’t received Microblading, Eyelash Extensions, an eyelash tint and/or eyebrow tint or Eye Trio service in the last 6 months. Skin tests must be performed at least 24 hours prior to the technical service.

We may require further tests to be performed if the Salon is changing brand of product that is used, if you have had any lifestyle changes that could impact on your safety or to test the suitability of the products on you. This is not an exhaustive list.

No exceptions are made to the above rules and failure to adhere to the policy may result in your service being changed or cancelled. Under no circumstances do we accept waivers or disclaimers.

**Your Valuables**

We don’t take responsibility for lost or damaged items. You should keep your valuables with you at all times and ensure you have everything before you leave the salon. We ask that you don’t bring in with you any items that could potentially be damaged because of activity in the salon. If you are requested to remove jewellery or other items for your service, ensure that you store them somewhere safe.

**Your Data**

Please refer to our Privacy Policy for more information on how we treat your data.

**Complaints**

Our priority is for you to be completely satisfied with the service you receive from us. We run a professional business, so we aim for the highest standards in everything we do. We take all complaints seriously and want to put things right when needed and we learn from your feedback. Please let a member of the team know as soon as possible if you are not happy or contact us by email so we can resolve with you.