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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

**Employed Therapists & Hair Stylists**

The following people are employed Therapists and Hair Stylists working for The Water’s Edge Retreat:

Abi Rouse
Lamorna McGiff
Naomi Peek
Amy Thomas

The Water’s Edge Retreat holds valid public liability insurance and all therapists and hair stylists hold professional qualifications.

**Self Employed Therapists**

The following people are self employed Therapists working from The Water’s Edge Retreat:

Amy Pease

Amy holds valid public liability insurance and professional qualifications.

**Appointments and Bookings**

Appointments can be made either in the salon, online or by phone. We require pre payment for all appointments so you can either pay through our online booking system by card, in the salon using cash or card or on the phone by card.
Beauty treatments can be booked through The Water’s Edge Retreat website through our online booking system available on our website and Facebook page. Hair appointments can be booked online but all hair colour treatments and Bridal Hair require a consultation prior to treatment. Consultations can also be booked online. When booking hair cuts online please ensure you select the correct treatment as we have separate treatments for long or short hair. If you are unsure please give us a call to discuss before booking. If the wrong appointment is selected online you may be required to pay an additional charge on the day of your appointment to make up the difference of your treatment.

We use a system called FacesApp to send out Consultation forms and Patch test forms and all information is stored electronically within this application.

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, Eyelash Extensions, Brow Lamination, 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 appointment here at The Water’s Edge Retreat you will be required to complete a brief consultation form before arrival for your appointment. This will be emailed to you through the Faces App. All details we ask for are required so we are able to contact you and carry out treatments. These forms are stored within the app. If you are unable to complete online we can print out for you to complete and these will be 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 form 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 within the Faces App or if print outs are required, 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 even if you have an unexpected illness or life event.

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

If you are cancelling an appointment with 48hrs notice and have made a prepayment for your appointment, we can move the payment to your new appointment time or put the credit on your account for next time you book. Or you can use the balance to purchase products.

We do not issue refunds.

If you need to contact us on a Sunday to cancel or rearrange your appointment, please email or text us. If no notice is given, then we will make a charge for the full treatment cost.

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.

**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, Brow Lamination or Lash Lift service for the first time at The Water’s Edge Retreat or an existing client who hasn’t received these treatments 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.