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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**

The following people are self-employed Therapists operating their business’ inside the salon:  
  
Keely Harris  
Tracy Dickins  
Hilary Walker  
Lisa Portman  
  
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, online, by phone, email 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.

Due to Covid-19 practising guidelines we require all treatments to be prebooked and prepaid in advance. You will also be sent a Covid-19 questionnaire 24hrs prior to your appointment which we require to be completed and signed in order for you to attend your appointment. This will be emailed through you via the Faces App and all information will be stored within the 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, 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.

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 you will be charged 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.

If your cancellation is due to having Covid-19 symptoms we will happily reschedule your appointment for a later date if 48hrs notice are not able to be given.

**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.

Due to Covid-19 Social Distancing Restrictions we ask that you arrive at the salon on time. If there are already 2 people in our Reception Area we will have to ask you to wait outside the building, although we are managing our bookings so this should not happen. If you are late for your appointment we may not be able to treat you as our timings have to be precise to manage the amount of people in the building.

**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.