

## POLICIES AND PROCEDURES

We know everyone has busy lives and sometimes circumstances beyond your control may mean you have to cancel your appointment or are unable to get to your appointment on time. We'll be as flexible as we can in accommodating this, however the following policy applies;

### 1. Cancellation–



If you need to cancel your appointment, please just let us know as soon as possible before hand. That's it, job done.

### 2. Late Arrival–more than a few minutes?

We may not be able to do your treatment.



Whilst we will do our utmost to accommodate Clients who arrive late, normally arrival anything more than a few minutes late for your appointment means we cannot spend the time we need to give you a proper service and we won't be able to do your hair on that occasion. How long's a few minutes? For a 15minute spray tan, a couple of minutes is ok but 10 minutes is a third of the appointment and it's not really feasible to complete the appointment. For longer appointments we have a little more flexibility, but not much.

We know this may be frustrating for Clients who have arrived late through no fault of their own, but we also have a duty to our other Clients to keep to their appointment times. We will happily rebook a new appointment for you as soon as possible.

- We may request pre-payment for services if you've been late for several appointments.
- We reserve the right to charge the full price of appointments that are missed due to Client lateness

### 3. Large party bookings

If you are booking for more than 3 of you then we request a £5 deposit per person prior to the treatment.

4. Sunbeds@ operate a 2 day compensation policy, whereby you have 2 days to contact us to notify us of any concerns and we will do our best to calm any concerns or correct any possible mistakes, if we see fit.