



BOOKING POLICY

We recommend if you wish to book in for one of our amazing treatments, that you do pre book an appointment with us. Appointments can be made via phone, email or private message on our Facebook and Instagram page. Same day appointments may be available, please do not hesitate to contact us for enquiries. Same day appointments will need to either prepay the full amount of their booking, or a minimum of 50%. This is non-refundable. We do reserve the right to obtain credit card details at the time of your booking, for security purposes. No amounts will be deducted from your card unless the following applies:

- You have requested for us to process a prepayment for your booking
- You cancel your appointment within the cancellation time period (please refer to our policy below)
- You have not shown up for your appointment at all.

During our busy times, for e.g Christmas, Formal time, Easter, etc, we may request credit card details for all bookings. As we have many clients booking in at this time, failure to show or cancel your appointment within the cancellation period, will result in fees.

Group Bookings (2 or more clients) will be required to provide credit card details to secure your booking, otherwise we do reserve the right to cancel your booking at any time.

Booking your appointment, you hereby consent and agree to our above policies, and claim responsibility for any fees incurred.

CANCELLATION POLICY

We understand that unforeseen circumstances do occur, but if you wish to cancel your appointment we do require 24hrs notice of your cancellation, for all bookings that are 1.5hrs or less. We do reserve the right to charge a minimum of 50%, cancellation fee if you do not show up or cancel your appointment within the 24hr period.

If your appointment is booked in for 2 hours or longer, we do require a minimum of 48hrs for all cancellations. A 50% cancellation fee will apply if you fail to provide notice in this time.

Half Day Group Bookings will need to provide a minimum of 3 days notice for any cancellations or changes to your appointments, Full Day Group Bookings will need to provide a minimum of 1 week notice for cancellations and changes. A cancellation fee of 50% will apply!

By booking your appointment, you hereby consent and agree to our cancellation policies, and claim responsibility for any fees incurred.

Thankyou for your understanding, and we look forward to pampering you!