

## **TERMS & CONDITIONS**

Please ensure that you have read and fully understood Lakeside Beauty's T&C prior to booking any treatment.

### **BOOKING APPOINTMENT**

Bookings can be made online on the BOOK NOW tab or via the PHONE 01302 762568 or 07843084499.

When booking by phone, please have your debit/credit card ready as the deposit will be charged at the time of booking, in order to secure the appointment.

### **DEPOSIT**

To secure an appointment with Lakeside Beauty a non-refundable 50% deposit is required for all treatment bookings.

Deposit is 50% of the treatment amount will be charged at the time of booking, in order to secure the appointment.

The deposit will be fully redeemable against the total cost of your treatment.

Please note that deposits are non-refundable.

Deposits can be paid via online booking system/ card over the phone/ PayPal / bank transfer/ cash or card in the salon.

Bookings are not confirmed until a deposit payment has been made. If there is a delay in making a deposit payment, your appointment slot may be allocated to somebody else. A booking will not be held for you without a deposit payment.

### **CANCELLATION POLICY**

Appointments can be rescheduled up to 24 hours before your appointment.

Less than 24hr notice will result in a charge equal to 50% of the reserved service amount. In the case of appointments that are part of a course of treatment, one treatment will be deducted from the remaining number of treatments.

Failure to attend for the appointment without any notice will be charged 100% of the service amount (fee will be applied to your next booking).

### **PATCH TEST**

A patch test is required minimum 24h before any treatments such as: eyelash tint/ eyebrow tint/ eyelash extensions/ Elleebana lash lift/ semi permanent makeup.

Patch Test appointment is available free of charge on "BOOK NOW" tab

Failure to attend a patch test will result in your treatment being cancelled which may occur a charge.

### **AGE RESTRICTIONS**

We cannot treat anyone under the age of 16.

Microneedling/ Semi Permanent Makeup/Massage/ Brazilian Booty Lift & Body Contouring treatments will not be performed on anyone under the age of 18.

We will need to obtain written consent from the parent or guardian of any person under the age of 18 prior to performing any treatment. Parent or guardian needs to be present during the treatment in the treatment room.

### **PREGNANCY**

Pregnant woman can indeed receive many treatments as long it is not in the first trimester (12 weeks). Some procedures may need the client's General Practitioner or Midwife's consent prior to treatment.

### **COURSES OF TREATMENTS**

All treatments purchased as a course must be paid for in full in advance on the first treatment.

- All treatment courses must be taken within 12 months of the date of purchase; any treatments left untaken after 12 months will be forfeited.
- Treatment courses are only refundable for medical reasons. Any refund agreed is calculated by deducting the full list price of all treatments already taken, plus any charged for non-attendance, from the total price of the course of treatment, with the difference returned to you.

### **REFUND POLICY - PRODUCTS**

- Products bought in Lakeside Beauty salon are non-refundable unless they are faulty. Faulty products will need to be returned to Lakeside Beauty for assessment before a refund can be processed.

### **REFUND POLICY - SERVICES**

Our treatments are carried out by qualified therapists and our intent is for each customer to be satisfied.

- If you have had a treatment that you are unsatisfied with please bring it to the attention of the therapist immediately. Any complaint or comment regarding your treatments should be made in the first instance to a therapist before you leave the salon so that it can be resolved at the time. They will listen carefully to your concerns and do what they can to correct any problems.
- Services received cannot be refunded, but if you are not satisfied with the work performed, we require that you inform the manager ([info@lakesidebeauty.co.uk](mailto:info@lakesidebeauty.co.uk)) within 48h and we will ask you to return to the salon so that the skin/lashes/eyebrows/nails etc. can be visually inspected. At that time, we will make every effort to correct any problems to your satisfaction by rescheduling you with the therapist who performed the initial service, at no additional charge to you.
- No refunds are given for gift card orders

### **COMPLAINTS PROCEDURE**

It is our objective to ensure that every client is delighted with the services that they receive at Lakeside Beauty. However, we recognise that on occasions things can go wrong. If this does happen we will try to ensure we put things right at the earliest opportunity. This procedure advises how to bring things to our attention if you are not happy about the service that you have received. We will ensure that all complaints are followed through, documented and when appropriate action is taken to prevent a recurrence.

- All complaints need to be documented in writing via email at [info@lakesidebeauty.co.uk](mailto:info@lakesidebeauty.co.uk)
  - Please provide as much detail as possible, including details of your treatment, date and time of your appointment and your exact complaint.
- Your complaint will be assessed and we aim to get back to you within 24 hours of receiving your complaint in writing.

### **CLIENT CONSULTATION FORM**

- All new clients will be requested to complete a Client Consultation form before our therapists can perform any treatments on you. Failure to do so will result in us refusing to perform your treatments. Please advise us of any health conditions, allergies, or injuries which could affect your service when completing this form. It is your responsibility to let us know of any changes in your circumstances before your treatment goes ahead.

### **CLEANLINESS**

- In keeping with our commitment to cleanliness, safety and hygiene, our equipment is sterilised and sanitised after every service and treatment.
- Our nail files are sterilised after every procedure and then kept in personalised bags with each client's name on them.

We use gloves for all of our nail/ pedicure/ semi permanent makeup/ waxing/ advanced skin and body treatment's procedures.

You may also see us wearing an eye protection or face masks during certain treatments.

### **PRICING**

While we endeavour to keep our website and price lists updated, treatments and prices are subject to change without warning.