



SALON POLICIES

APPOINTMENT

Please arrive 10 minutes prior to your appointment. This will ensure that you have the full time for your scheduled treatment. Please keep in mind that if you should arrive late, I will need to complete the service at the original scheduled time and price in consideration of my next guest.

Please note that appointment durations shown are for clients with bare nails. Please arrive with no products on your nails.

I do not remove products from other salons. If you do require products applied by me previously to be removed from your nails you can book a Removal session first.

Please inform me of additional services (e.g. removal) when you schedule an appointment.

I reserve the right to refuse service to anyone

My policy is to protect your rights and guarantee your satisfaction with the service(s) provided. It is not affected by your rights under the Consumer Rights Act 2015.

To allow me to provide a quality service as efficiently as possible, you should inform me if you are allergic to any chemicals or substances before receiving any service.

While receiving any service please provide me with your feedback/comments so I can satisfy your requirements straight away.

CANCELLATION

If you should have to cancel your appointment, I require 24 hours notification otherwise the cost of the service(s) you booked will be charged.

AFTERCARE

Once you leave the salon the care of gel polish is your responsibility.

Colour or design of your nails cannot be changed after your service without a new appointment and charges.

GUARANTEE

Please remember, nails are jewels, not tools. Be kind to your nails and they will look beautiful for weeks after your service.

Gel polish manicures and extensions are guaranteed for 72 hours after your appointment. If you notice chips or lifting within this time, please call me to schedule a free repair with the original colour or service.

You must arrange an appointment to have your nails fixed within 72 hours of your initial service.

Repairs after 72 hours for breakages, tears, chips, corner breaks etc will be charged.

Traditional polish services are not included in this guarantee.

My tools and equipment are thoroughly disinfected and I will not be responsible for any infected nails.

REFUNDS

No cash refunds will be given after your service is done. Leaving the salon indicates you are satisfied with the service provided.

- ❖ If you are not happy with your nails, please make me aware of it before you leave the salon. I will adjust them to your satisfaction or remove any enhancements or coatings that have been applied.
- ❖ No refund will be given because you have changed your mind.
- ❖ I will redo any service at no cost to you provided that you tell me immediately after I have performed the service that you are unhappy with the quality of the work.
- ❖ If you are still not happy after I fixed your nails and request a refund, then you should go through our Customer Complaint Procedure by writing to me, stating the reason for your dissatisfaction after I re-did your nails, and a photo of the evidence of the nails that were fixed by me.

PRICING

Price of services are displayed on the price list, please make sure you understand what costs you will incur before service.

We accept cash. All major credit and debit cards (£10 minimum) are accepted but may be liable to a small extra charge by the card processing company. Gratuities are greatly appreciated.

GIFT VOUCHERS

Gift vouchers are not refundable or exchangeable for cash.

Gift vouchers are not redeemable if lost or stolen

Gift vouchers presented after the expiry date are not redeemable.

SURVEILLANCE

For safety purposes, our premises are monitored with Digital Video Surveillance