



BEAUTY TREATMENT TERMS & CONDITIONS

LAST AMENDED 11/08/2023

PLEASE READ CAREFULLY; It is the responsibility of the client to understand, agree, and accept liability for all booking conditions, including booking fees, cancellations, rules relating to health and wellbeing, and payments due by specified dates. By receiving this form upon booking and proceeding to pay a deposit or pay for the treatment in full, you accept that you are entering into a contract and agree to be bound by these conditions, whether or not this form is signed.

1 GENERAL

1.1 We will be in contact with you as soon as possible once we have received your enquiry to confirm availability and details of your booking request.

2 AVAILABILITY

2.1 Availability is allocated in a first come first served basis. Available appointment slots for The Greenhouse Spa Retreat will be displayed on the Fresha booking system. We may be in touch to request an earlier or later start time.

3 CONFIRMING A BOOKING

3.1 Once a time slot has been chosen you are required to pay a deposit to confirm, before your time slot is secured. Your booking will not be confirmed until payment has been received and acknowledged with a digital receipt.

3.2 Deposits are non-refundable, however they will be deducted from the final amount due.

4 PAYMENT

4.1 All treatments will require a deposit to reserve your slot, and the full amount will be required to be paid in full before the service takes place.

4.2 **Payments quoted on all bookings are non-negotiable. All rates stated have been carefully considered, and conducted according to industry standard professionally qualified and experienced makeup artist and beauty technician rates, therefore all rates, prices and quotes are fair and reasonable.**

5 SURCHARGES/ADDITIONAL FEES

5.1 Additional treatments can be added to your booking last minute if timings allow, however these will still require to be paid for in full before service is provided, as per standard rates which were stated upon booking.

6 CANCELLATIONS

6.1 Cancellations or postponements made after the booking has been confirmed will mean 50% of your payment will be returned (or due to be paid if not already transacted). Cancellations or postponements made less than 48 hours before the agreed service reservation means your deposit or full payment will be retained.

6.2 If other business has been turned away due to bookings made under false pretences, cancellations or postponements, the full amount of service will be due to be paid, even if your service does not go ahead.

6.3 If you wish to change/postpone your service date after paying in full, providing this is done more than 48 hours before the agreed service your existing payment will be split into a 50% retainment for the original date, and 50% deposit for the new date. The new date will therefore be partially paid and will require the remaining balance to be paid before the treatment is carried out.

6.4 If you wish to change/postpone your service date the artist cannot guarantee that the new date will be available and reserves the right to retain your deposit and full payment until a new date has been chosen, in which case the original payment will be split as described above.

6.5 If any booking is directly affected by unforeseen circumstances beyond the artist's control, every effort will be made to resolve any issues which may affect the client. If necessary the artist reserves the right to cancel any booking at any time without liability, but will make every effort to find a suitable and trusted replacement artist for the client, however it is not the artists' responsibility to do so and no compensation will be made.

6.6 The artist reserves the right to cancel any booking which is made under false pretences (for example, paying for a less cost booking and upgrading the treatment without paying the difference) without liability, and retain all payments made.

7 OTHER

7.1 The client will inform the artist of any allergies, sensitivities, medical conditions or any issues which may affect the use of equipment and/or products used, risk their health and safety or the health and safety of others. This will be logged in their client profile record which will be filed by the artist for safeguarding purposes.

7.2 **Patch tests will be required a minimum of 24 hours before the first treatment of any dyes or tints.**

7.3 All information will be kept confidential between the client, the technician and The Greenhouse Spa Retreat, and will be regularly updated on a GDPR compliant, passcode protected, private digital database.

7.4 The artist reserves the right to refuse service to any client for behaviour deemed disrespectful, threatening or abusive.

7.5 The client agrees to have pictures taken for portfolio maintenance and marketing. These images may be shared on social media and the internet for publicity and marketing purposes, unless the client requests otherwise in writing.

7.6 All terms and conditions are right at the time of publication, and we have taken care to ensure that all prices quoted are correct, and all services and products and prices have been described fairly at the time of publication. We reserve the right to change or amend the Terms and Conditions if needed, and will notify any existing clients if their contract should change or be amended.

8 ARTIST'S PLEDGE

8.1 I promise to do my utmost to look after and respect each client equally and to my best ability, in terms of their health and well-being, safety, personal preferences and individual requirements. I welcome and respect people of all genders and identities, ethnicities, sexual orientations, religions and personal preferences, and I expect the same courtesy and respect from my clients.

8.2 I promise to uphold an up-to-date certificate for professional freelancing & public liability insurance.

8.3 Precautions have been taken to protect and safeguard clients. This includes regular hand sanitation and sterilisation of products and tools between each client, providing adequate ventilation where necessary to minimise risk and provide comfort to the client.

8.4 As per my privacy policy, I keep client contact details on file to keep them informed regarding track and trace and to keep them informed of any future services and updates, as well as keep an accurate and up to date record of their service and treatments.

8.5 If you feel unwell, have any symptoms of coronavirus, or have been in contact with anyone who has had coronavirus within the past two weeks please STAY HOME and let the artist know immediately so we can reschedule your booking.

DATE:
ARTIST SIGNATURE:

DATE:
CLIENT SIGNATURE: